Journey Home Community

April 2024

Volunteer Event Coordinator

(Part-Time – 20 hours/week)
Position Description

Mandate:

This position provides an exciting opportunity for an individual to help Journey Home Community implement events and programs, that have a direct impact on cultivating community, and connections among refugee claimants. This position fosters mutual transformation between those who are settled and those who are displaced by placing and integrating volunteers, into the events, programs, and other volunteer opportunities available within Journey Home Community.

This individual will be effective at using their relational skills to build social capital with volunteers and help inspire them to be part of our vision to see all refugees make meaningful connections and contributions through the provision of practical assistance and relationships with refugee claimant families. This individual will balance their excellent interpersonal, administration, implementation, and delegation skills to empower people and execute large and small, refugee-focused events.

Time Commitment: Part-Time (20 hours per week)

This part-time position is to be done within a 4-5 day work week. This position requires scheduling flexibility. The employee will set their schedule to accommodate the events scheduled and the needs of the volunteers participating in various areas of the organization, including some evenings and weekends.

Relationships

The Volunteer Event Coordinator:

- Reports to Volunteer Supervisor

- Collaborates with Fundraising Events Coordinator as well as Senior Manager: Programs on events/programs to coordinate.

- Continually forms strong relationships with volunteers and encourages them into mutually transformative relationships with present and past program participants.

- Represents the interests and perspectives of volunteers in all conversations, meetings, and plans when with the JHC team, and in wider stakeholder meetings and connections.

Responsibilities

General Volunteer Department Responsibilities

- Work with Volunteer Supervisor and Senior Manager: Programs to establish event and/or program vision and then take the lead on implementing agreed-upon objectives.

- Create/Adjust/Establish position/job descriptions for event and program volunteer roles.

- Use the Salesforce database to manage volunteers and to communicate available volunteer resources to JHC staff.

- Use Monday.com to track program workload.

- Maintain communication and support with volunteers and groups through phone, email, and in-person meetings. Provide encouragement, information, training, and prayer.

- Work with the Volunteer Supervisor to receive feedback from volunteers and implement peer-to-peer learning opportunities.

- Regularly acknowledges and practices gratitude with volunteers for their support and service, using the systems and approach aligned with the Volunteer Department's strategy.

Events and Programs

- Coordinate the details and volunteers of the regular community program gatherings and attend as needed to ensure smooth running: Newcomer Class, Community Dinner, Chai Conversations, Spiritual Conversations etc. (These occur weekly and/or bi-weekly.)

- Assist the Volunteer Supervisor in coordinating, hosting, and executing Love Beyond Borders: Welcoming Refugee Claimants Orientation," events on an annual rhythm to prepare volunteers and interested stakeholders for involvement in the Journey Home Community. (About 5 times a year)

- Assist the Volunteer Supervisor in coordinating, hosting, and executing the annual Volunteer Appreciation Event. (Once a year)

- Assist the Volunteer Supervisor and the Senior Manager: Programs in planning and implementing annual program events (Picnic and Christmas Celebration) by recruiting volunteers and acting as the day-of-event coordinator. (About 2-3 a year)

- Assist the Fundraising Events Coordinator in recruiting volunteers and acting as the day-of-event volunteer coordinator for the Ride for Refuge and the Welcome Table Gala. (2 events a year)

- Coordinate and implement two annual clothing drives a year (One Spring and one Fall)

- Coordinate volunteer recruitment events and attend as needed and directed by Volunteer Supervisor (About 4 a year).

Volunteer Placement

- Work with Department and Team Supervisors to understand organizational needs and strategize how volunteers can assist in meeting these needs.

- Assist Volunteer Supervisor in placing Volunteers in staff requests that support JHC programming and needs.

Groups and Committees

- Work alongside and support volunteers and/or JHC staff in leading volunteer groups.

- As assigned, act as staff lead at group or committee meetings.

Miscellaneous

- Attend and take an active role in departmental and all-staff meetings.

- Occasionally lead team members in devotional/prayer meetings.

- Speak and make presentations to create interest in volunteering with JHC, as assigned.

- Provide support for other administrative tasks related to the promotion and development of the organization as assigned. This includes capturing and reporting stories to be shared with the wider community and assisting with "all-staff" Journey Home Community events (i.e. newcomer class, community dinners, annual Christmas or other seasonal events, annual summer picnic, AGM, etc.).

- Participate in the annual Ride for Refuge, using both work and volunteer time as required.

- Supports staff, volunteers and program participants in prayer and through spiritual guidance rooted in the Christian tradition. This may include prayer and interfaith prayer meetings as well as providing informal Christian spiritual counselling and support.

Core Competencies

Empowering and Developing Others: The ability to convey confidence in staff and volunteers' ability to be successful, allowing them the freedom to decide how they will accomplish their goals and resolve issues. The ability to delegate responsibility and to work with colleagues and volunteers and coach them to develop their capabilities.

Implementation: the ability to take a vision, event, or plan and then develop and carry out the activities, tasks, logistics, and resources to see the vision, event, or plan realized.

Interpersonal Awareness: The ability to notice, interpret, and anticipate others' concerns and feelings, and to communicate this awareness empathetically to others.

Developing Others: The ability to delegate responsibility and to work with others and coach them to develop their capabilities.

Fostering Teamwork: As a team member, the ability to work cooperatively with others on a team; as a team leader, the ability to demonstrate interest, skill, and success in leading groups to work together.

Interpersonal Awareness: The ability to notice, interpret, and anticipate others' concerns and feelings, and to communicate this awareness empathetically to others.

Analytical Thinking: The ability to tackle a problem by using a logical, systematic, sequential approach.

Forward Thinking: The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.

Oral and Written Communication: The ability to ensure that information is passed on to others who should be kept informed in a timely and clear manner. The ability to express oneself clearly in conversations and interactions with others. The ability to express oneself clearly in business writing. The ability to ensure that information is passed on to others who should be kept informed.

Technical Expertise: The ability to demonstrate proficient knowledge and skill in basic computing, keyboarding, and internet/cloud-based computing applications.

Initiative: Identifying what needs to be done and doing it before being asked or before the situation requires it.

Thoroughness: Ensuring that one's own and others' work and information are complete and accurate; carefully preparing for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.

Stress Management: The ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation.

Personal Credibility: Demonstrated concern that one be perceived as responsible, reliable, and trustworthy.

Flexibility: Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things.

Christian Spirituality: Ability to provide leadership and mentorship in Christian Spiritual practices.

Required Qualifications

- Ability to provide Christian Spiritual Support (prayer, counselling) to volunteers and program participants as needed.

- Strong critical thinking and problem-solving skills.

- Strong interpersonal skills and ability to build rapport with volunteers

- Ability to complete administrative tasks and develop and employ systems.

- Strong implementation skills to achieve results.

- Strong stress management skills and ability to function in a high-paced environment.

- Full BC Driver's license and daily access to a personal vehicle.

- Ability to practice confidentiality and pass basic screening requirements including vulnerable sectors police check.

- Competency in Word, Excel, PowerPoint, and G-Suite Cloud Computing, WhatsApp.

- Must be able to maintain confidentiality and pass basic screening requirements including vulnerable sectors police check.

Preferred Qualifications

- Lived-refugee experience and/or experience working with refugees OR cross-cultural experience (either lived or vocational experience).

- Post-Secondary Degree and demonstrated experience managing or supervising people.

- Strong English language communication skills, both written and verbal.

- Demonstrated experience working with marginalized populations.

- Proficiency in a language commonly spoken by the refugee claimants in our community (Spanish, Kurdish, Farsi/Dari, French, or Arabic)

Additional Requirements

All employees of Journey Home Community must:
- Pass a criminal background check for the vulnerable sector

- Agree to and sign the Journey Home Community Staff Code of Conduct

- Ability to abide by all organizational Policies and Procedures