

April 2024

Volunteer Supervisor

(Full-Time — 37.5 hours/week)

Position Description

Mandate

This position provides an exciting opportunity for an individual to oversee and grow all aspects of Journey Home Community's volunteer program, of more than 125 volunteers, by attracting, processing, and affirming all volunteers. This position fosters mutual transformation between those who are settled and those who are displaced by placing and integrating volunteers, responding to volunteer requests, ensuring program events are implemented, and integrating former community members into volunteer opportunities.

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: Full-Time (37.5 hours per week)

This full-time position is to be done within a 5-day work week. This position requires scheduling flexibility. The employee will set their schedule to accommodate the needs of the volunteers participating in various areas of the organization.

Relationships

- Reports to and supervised by the Senior Manager: Programs.
- Oversees the volunteer program and the staff within the volunteer department (when required).
- Collaborates with other staff to understand the needs of the organization and develops roles, training, and systems to help meet these needs.
- Is responsible for overseeing and implementing the recruitment and processing of volunteers as well as ensuring they are receiving proper care and follow-up.
- Continually forms strong relationships with the volunteers and encourages them into mutually transformative relationships with the present and past program participants.

- Participates, as directed, in generating new community partnerships and fostering community involvement.
- Represents the interests and perspectives of the volunteers in all conversations, meetings, and plans when with the JHC team, and in wider stakeholder meetings and connections.
- Collaborates with JHC's development team to integrate volunteers in the organization's fundraising strategies.

Responsibilities

The Program

- Establish and lead a volunteer recruitment plan to attract and meet organizational priorities and needs identified in collaboration with staff colleagues.
- Work with the Senior Manager: Programs to maintain and/or develop The Volunteer Program, including establishing objectives and plans for volunteer orientations.
- Create/Adjust/Establish position/job descriptions for individual and group volunteering roles.
- Use the Salesforce database to manage volunteers and to communicate available volunteer resources to JHC staff.
- Use Monday.com as a way of tracking program workload
- Nurture current volunteer relationships to strengthen organizational connections within the community.

Training, Supervision, and Support to Volunteers and Group Volunteers.

- Oversee the interviewing and screening of volunteers.
- Plan, recruit participation, and lead, "Love Beyond Borders: Welcoming Refugee Claimants Orientation," events on a regular annual rhythm to prepare volunteers and interested stakeholders for involvement in Journey Home Community.
- Maintain communication and support with volunteers and groups through phone, email, and in-person meetings. Provide encouragement, information, training, and prayer.
- Create and employ strategies to facilitate volunteer feedback and peer-to-peer learning opportunities.
- Develop and implement a retention strategy that keeps volunteers supported, satisfied, engaged, and connected to JHC.
- Develop and employ a creative volunteer gratitude strategy that regularly acknowledges and thanks volunteers for their support and service.
- Annual plan and host a Volunteer Appreciation event.

Journey Home Events

- Be involved in the event and program planning meetings with the Senior Manager: Programs and/or Fundraising Events Coordinator to ensure the Volunteer Department has the vision and details needed to implement and/or host the events as directed.

Volunteer Placement

- Place individuals in roles that will meaningfully utilize their skills and abilities and that will assist JHC in accomplishing its mission and vision.
- Work with Department and Team Supervisors to understand organizational needs and strategize how volunteers can assist in meeting these needs.

Groups and Committees

- Assist with identifying and successfully placing volunteers in groups and/or committees.
- Work alongside and support volunteers and/or JHC staff in leading these groups.
- As needed, act as staff lead on group or committee meetings.

Administration

- Optimize the use of Salesforce for the Volunteer Department and generate list views and profiles necessary for other staff to access volunteers.
- Manage JHC's volunteer budget.

Miscellaneous

- Flexibility is required to participate in community activities. This includes occasional weekend and evening events, and/or after-hours volunteer/event support.
- 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.
- Utilizing existing and other creative methods, interact with the public and network with the community to recruit volunteers (use website, social media, events, faith communities, community gatherings, etc.).
- 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.

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

Building Collaborative Relationships: The ability to develop, maintain, and strengthen partnerships with others inside or outside of the organization who can provide information, assistance, and support.

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 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.
- Ability 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