



SECTION: ADMINISTRATION

TOPIC: JOB RESPONSIBILITIES

POLICY TITLE: TEAM LEADER- Volunteer Development

PURPOSE:

This position develops the volunteer resources at HCSS through progressive leadership and direction. Many HCSS short & long term strategic goals are met through dedicated volunteers. This Team Leader will work with HCSS staff and volunteer stakeholders to ensure adequate volunteer resources are in place to meet service needs, and to ensure that volunteers are valued members of our human resource team.

In addition the Team Leader is directly involved in efforts to market and promote HCSS to clients, caregivers, potential volunteers and donors.

The management of the Friendly Visiting Program is also a responsibility of the Team Leader.

This position reports to the Programs Director.

DUTIES AND RESPONSIBILITIES:

Responsibility for Volunteer Resources:

- Ensure that volunteers are recruited, trained, supported and rewarded;
- Develop an annual work plan for volunteer recruitment in coordination with other leaders at HCSS, including efforts to provide an on line application process;
- Lead efforts to plan and implement training and educational opportunities for volunteers;
- Coordinate ongoing and annual efforts to reward and recognize volunteers;
- Develop, review and administer evaluation tools for the volunteer resources at HCSS;
- Provide leadership in setting targets and examining new roles for volunteers at HCSS;
- Ensure all volunteers are aware of their rights and responsibilities;
- Lead and participate in community functions to promote HCSS volunteer opportunities;
- Represent the interests and provide leadership for the role of volunteers and the part they play in supporting clients and caregivers at HCSS;
- Create an environment where volunteering is a key component of the work of HCSS;
- Improve the quality of the experience for volunteers and staff as they work together;
- Provide coaching and training to HCSS staff who work with volunteers;
- Create community partnerships to support volunteerism.

Responsibility for Social Media and Marketing

- Coordinate and lead efforts to inform the community about HCSS services and HCSS volunteer opportunities;
- Coordinate participation in Community Presentations, Health Fairs, etc.;



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- Create high quality and engaging content for on line media, print media, signage etc. ;
- Coordinate a library of photos from all Programs at HCSS to assist with on line and print marketing and promotion;
- Administer and monitor Social Media postings on behalf of HCSS;
- Participate in the Marketing Committee and Marketing Campaigns;
- Lead the evaluation of Marketing and Social Media efforts.

Responsibility for Administration:

- Contribute to annual operating budget;
- Monitor monthly expenditures and ensure spending is within budget;
- Ensure all billables are approved and submitted on time;
- Ensure reports and statistical data are completed and submitted in a timely manner;
- Ensure volunteer policies and procedures, volunteer forms, manuals and processes are current;
- Ensure volunteer position descriptions are created and reviewed for accuracy.

Responsibility for Friendly Visiting:

- Manage, develop and improve the Friendly Visiting Program;
- Create processes to match Friendly Visiting volunteers with clients;
- Support volunteers in the Friendly Visiting Program on an ongoing basis.

General Responsibilities:

- Help create a safe and supportive working environment for staff, volunteers, clients, caregivers and visitors at HCSS;
- Seek ongoing education opportunities which will enhance knowledge pertinent to role;
- Maintain confidentiality.

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.

QUALIFICATIONS:

- University degree or equivalent
- Volunteer Resource Management Certificate
- Working knowledge of Community Support Services and Health Care



**HOME & COMMUNITY
SUPPORT SERVICES**

-♥-OF GREY-BRUCE-♥-

Policy No.: ADM-3-380

Revised:

Effective Date: Oct 2018

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- Working knowledge of current trends in volunteer management
- Exceptional written and verbal communication skills
- Experience making presentations to small and large groups
- Ability to work with teams comprised of staff and volunteers
- Demonstrated ability to provide superior customer service and apply sound judgement when working with volunteers and members of the public
- Experience developing and maintaining relationships with community partners
- One year of experience with a variety of Social Media platforms
- Current driver's license and reliable vehicle

I have read and understand:

I have read and approve:

Signature of Incumbent

Date

Programs Director

Date