



Job Posting:

Volunteer & Community Developer

Part-time (15 hours) term position until March 2022 with a possibility of extension.

During the COVID pandemic, this will be a blended position including regular on-site work but also some work from home options.

Kiwassa grows a welcoming and inclusive community in the vibrant Hastings-Sunrise and Grandview-Woodlands neighbourhoods of East Vancouver, located on the traditional, unceded and occupied territories of the Skwxwú7mesh (Squamish), Səlilwətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkʷəy̓əm (Musqueam) Nations. A multi-service community agency working in East Vancouver, Kiwassa Neighbourhood House seeks an energized community builder to lead our volunteer-focused community development work. The Volunteer & Community Developer (VCD) leads the recruitment, on boarding and stewardship of our volunteer team. The VCD works across departments to establish in-house capacity building opportunities and supports volunteers to find a home at Kiwassa to share their skills. Reporting to the Community Engagement Coordinator, this person supports our Community Engagement team in collaborative initiatives, workshop development and delivery alongside community leaders, and partner organizations.

Key Responsibilities:

Volunteer Coordination

- Respond to initial inquiries from volunteers
- Serve as primary contact for volunteers through their onboarding process – phone interview, email correspondence, matching with existing volunteer opportunities
- Correspond with staff to understand volunteer opportunities and needs and associated schedules
- Host 3-4 volunteer orientations per year
- Maintain back-end records of all volunteer contacts, update and associate volunteers with existing roles on Salesforce CRM
- Track and steward Criminal Record Check process for volunteers
- Host annual volunteer appreciation celebration
- Update Volunteer Specialist Manual and Volunteer Manual as shifts in protocols and practices emerge
- Build relationship with staff to deepen understanding of value of volunteer engagement in our work
- Develop and publish existing volunteer postings on social media, and Volunteer Connector

Community Capacity Building

- Plan and implement community engagement opportunities to better understand community interests, needs and opportunities
- Align Kiwassa event and workshop offerings with insights gained from community outreach



- Build relationships with community leaders and partners to offer opportunities for community-led workshops, skill-sharing and events
- Manage logistics – registration, promotions and event-day preparations for workshops and events
- Collaborate with other staff interdepartmentally to enhance impact of workshops and events, and engage diverse community participation

Outreach & Communications

- Develop engaging outreach strategies including in-person events (tabling etc.), social media and staff-based outreach
- Maintain active presence on social media channels to engage community members online
- Work with partner organizations to develop outreach networks

Administration

- Prepare honoraria and cheque requests for volunteers and community leaders
- Maintain petty cash records and associated cheque requisitions

Qualifications:

- Alignment with Kiwassa mission, vision, and values
- Community experience with groups with diverse racial and cultural backgrounds and ages
- Strong administrative and organizational skills, data management experience
- Fluency in non-English language(s) an asset
- Competent in Excel and able to learn new software (experience with Salesforce/other CRM system an asset)
- Strong interpersonal skills: patient and friendly, at ease when communicating with strangers
- Understanding of community development principles and practices an asset
- Completed Criminal Record Check Alignment with Kiwassa mission, vision, and values

Remuneration:

The wage rate for this position is \$22.18/hour. Interested applicants are requested to submit a resume and cover letter **before Tuesday, December 14th at noon** to careers@kiwassa.ca , RE: Volunteer & Community Developer.

We encourage applications belonging to equity seeking groups.

We thank all applicants for their interest. However, only short-listed applicants will be contacted.