



Nanaimo Family Life Association EST. 1967

*Healthy individual and family relationships
are the heart of a strong and resilient community.*

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Volunteer Resources Coordinator

Job Description

Identifying Information

Job Title: Volunteer Resources Coordinator

Program Area: Volunteer Resources

Job Level: Program Coordinator

Reports to: Executive Director or Designate

Organization Summary

NFLA is a passionate, inclusive, community orientated multi-service non-profit organization that delivers interconnected holistic programming to serve the needs of those living in and around Nanaimo throughout all stages of life. Our programs focus on mental health/wellness, social justice, and aging in place through services that promote dignity and interdependence. We support the resilience of those in distress through providing connection, advocacy and wayfinding, along with opportunities to improve one's wellness.

Job Summary

Reporting to the Executive Director or Designate, the Coordinator Volunteer Resources is responsible for managing volunteer resources to assist in the delivery of the agency's programs and services, specifically to our older adult clients. The Coordinator is responsible for developing and implementing a full cycle volunteer program (recruitment, screening, orientation, training, recognition and evaluation). The

Coordinator is also responsible for providing guidance, support, resources and tools to staff who supervise volunteers.

The Coordinator will be responsible for maintaining all volunteer files, compiling program statistics, developing and maintaining a comprehensive volunteer recruitment/management program, preparing monthly program reports, and meeting the requirements of the agency communications plan.

Qualifications/Experience

- Post-secondary Certificate in Volunteer Management, or related post-secondary education/course work in a field related to the volunteer sector and an understanding of current trends, resources and information related to volunteerism
- A minimum of 2 years of experience supervising and/or coordinating the work of volunteers or staff
- Acceptable attainment and maintenance of a Police Information Check with a Vulnerable Sector Check
- Possession of a Class 5 Driver's License and access to a reliable vehicle with \$2M in automobile liability insurance

Skills/Abilities

- Strong interpersonal, verbal and written communication skills
- Demonstrated understanding of aging, ageism, issues associated with older adults such as isolation, mental illness and recovery; information and referral services; and crisis intervention
- Skills in program development, evaluation and research
- Ability to work independently, set priorities, be flexible, meet deadlines and allocate time and resources effectively
- Highly developed organizational, time management and problem-solving skills
- Knowledge and skills in special event planning and execution
- Ability to deal effectively with the public and community agencies and maintain good public relations
- Ability to lead, mentor, coach and guide volunteers to achieve results that are in the best interest of the agency

- Ability to assess problem situations to identify causes, gather and process relevant information, generate possible solutions and make recommendations and/or resolve the problem
- Ability to effectively use Microsoft Office

This is a one year position with possibility for extension based on funding

Wage: \$28/hour 35 hours/week

Start date: August 14, 2023

Benefits plan available after 3 months

Birthday off and 1 paid self care day per month

Please submit both a cover letter and resume to VolunteerCoordinator@nflabc.org by July 24, 2023