

Calgary Humane Society is a dynamic, non-profit organization whose vision is to use innovative strategies to lead, inspire and educate in the humane treatment of companion animals, fostering an enlightened community which consistently demonstrates respect and compassion for animals.

Our mission statement is to help as many animals as we can.

As an organization, CHS values compassion, teamwork, respect, integrity, innovation, and commitment.

## **Position Title:**

### **VOLUNTEER FACILITATOR - FULL TIME**

- **9 hour shifts working 4 days on / 4 days off (subject to change) to include evenings, weekends, weekdays, and statutory holidays**

Reporting to the Team Lead of Volunteer Resources & Engagement, the Volunteer Facilitator is responsible for providing leadership to CHS' volunteer base which consists of over 500 active volunteers working in over 30 positions at the shelter. The Volunteer Facilitator will be responsible for the recruitment, screening, selection, training, motivation, and evaluation of individual volunteers and volunteer groups.

The successful candidate will possess excellent interpersonal skills, a passion for volunteer management, helping people, and the ability to motivate, inspire, and develop team members.

#### **General:**

- Possesses a genuine concern for the well-being of all animals
- Act as ambassador for the society both internally and with external partners and stakeholders
- Champion CHS values of teamwork, respect, compassion, integrity, innovation and commitment in your everyday work and promote organizational values in order to achieve the overall mission and vision of the organization
- Promote a culture of volunteer engagement by building and maintaining relationships with volunteers, participating in volunteer recognition (including monthly and annual volunteer awards), and teamwork
- Promote a culture of philanthropy by building and maintaining relationships with donors and participating in donor stewardship
- Maintain a culture of positivity and openness through face-to-face communication, active listening and collaboration
- Promote teamwork and comradery by taking initiative to assist teams outside of designated department when help is needed

#### **Responsibilities:**

- Responsible for volunteer role design, recruitment, retention, and recognition of volunteers (done in conjunction with Team Leads) working in individual roles, at special events, and family volunteer days
- Provide day-to-day support to all volunteers
- Foster strong working relations between staff and volunteers and demonstrate a culture that values volunteer contributions, teamwork, collaboration and innovation
- Ensure volunteers are informed of all role-specific information (i.e. process updates, statutory holiday scheduling, event needs, etc.)
- Coordinate training for volunteers (classroom training and buddy shifts)
- Work with the volunteer team to plan and execute all aspects of volunteer involvement at special events
- Participate in the corporate volunteer program as directed by the Team Lead
- Implement and maintain a robust recognition program for volunteers
- Ensure all administrative requirements are met for all volunteers participating in a CHS program or activity ensuring records are stored per privacy standards
- Monitor volunteer hours and attendance
- Respond to public inquiries
- Work in other Departments when required, particularly Adoption, Store, Reception, and Animal Care
- Work with the Humane Education & Outreach department by participating in community outreach events
- Ensure standards identified in the Canadian Code for Volunteer Involvement are upheld
- Help to lead and inspire other departments by promoting a culture of strong volunteer engagement
- Other duties as assigned

#### **Position Requirements:**

- Minimum high school diploma
- Flexibility to work a rotating schedule including days, evenings, weekends, and some statutory holidays
- Previous animal handling experience an asset
- Previous work experience in the field of volunteer management considered an asset
- Ability to motivate, inspire, and provide leadership, guidance, and feedback to a diverse range of people
- Confident and comfortable with public speaking and providing presentations to large groups
- Intermediate skills in Microsoft Word, Excel, and PowerPoint
- Strong time management skills and ability to work well under pressure while balancing multiple priorities
- Strong interpersonal skills, conflict resolution skills and dealing with situations using a non-judgmental approach
- Ability to maintain a positive can-do attitude even during difficult circumstances
- A collaborative and team focused mindset with an ability to work independently as required
- Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others
- Able to solve problems effectively and efficiently in emotionally charged situations
- Strong administration skills; ability to maintain records and produce clear written and verbal reports
- Experience leading a group of individuals in a staff or volunteer capacity
- Excellent communication skills, both verbally and in writing (a written competency assessment may be included as part of the interview process)
- Comfortable with public speaking and providing presentations to large groups
- Excellent customer service skills
- Demonstrated resiliency and ability to maintain professionalism in a fast paced environment
- Previous experience working with Volgistics or another volunteer management software an asset
- Successful candidate will be required to provide a criminal record check at their own expense to be arranged by CHS
- Genuine concern for the welfare of animals

#### **Physical Requirements:**

- Must be physically capable of lifting and carrying up to 50lbs
- Frequent walking, crouching, squatting, kneeling
- Occasional lifting, carrying, and standing, pushing, pulling, sitting, rotating, and climbing
- Ability to work with and handle a variety of animals, including but not limited to cats, dogs, birds, bunnies, rodents and reptiles.

**CLOSING DATE: POSTING WILL REMAIN OPEN UNTIL A SUITABLE CANDIDATE IS FOUND**

Please submit your cover letter and resume, indicating the job title in the subject line as well as salary expectations to [careers@calgaryhumane.ca](mailto:careers@calgaryhumane.ca)

***We thank all applicants for their interest however only those selected for an Interview will be contacted. No phone calls please.***