

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 COORDINATOR - FULL TIME

- **37.5 hours per week; primarily Sunday to Thursday, 11:00am – 7:00pm and occasionally 9:00am – 5:00pm with some evenings, weekends and statutory holidays.**

Reporting to the Manager, Community Support & Engagement, the Volunteer Coordinator 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 Coordinator will be responsible for the recruitment, screening, selection, training, motivation, and evaluation of individual volunteers and volunteer groups.

General:

- Possesses a genuine concern for the well-being of all animals
- Act as an 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:

- Set a positive example for other members of the CHS team by maintaining a positive attitude, actively managing emotional situations in a respectful, compassionate, and professional manner while providing exemplary customer service to all patrons of CHS, and by completing all tasks to the highest standard
- Responsible for every aspect of the volunteer management cycle including planning, role design, recruitment, retention, and recognition of volunteers in individual roles, at special events, and group volunteer days
- Provide day-to-day support to all volunteers
- Foster strong working relationships between staff and volunteers and demonstrate a culture that values volunteer contributions, teamwork, collaboration, and innovation
- Build, execute and maintain a robust shelter wide volunteer engagement strategy in collaboration with Manager, Community Support & Engagement
- Ensure volunteers are informed of all role-specific information (i.e. process updates, safety requirements, statutory holiday scheduling, event needs, etc.)
- Coordinate training for volunteers (classroom training and buddy shifts)
- Work collaboratively as a team and with the Fund Development department on the planning and execution of Special Event volunteer roles.
- Coordinate and facilitate Group Volunteer Days
- Collaborate with the other Volunteer Coordinators, Foster Department and Manager on volunteer engagement and the planning and execution of awards, recognition and quarterly Volunteer and Foster Parent Socials
- 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
- Work with other Departments, Managers, and Volunteer Coordinators to develop new volunteer roles to support shelter operations

Responsibilities (continued):

- Support 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 at all times
- Help to lead and inspire other departments by promoting a culture of strong volunteer engagement
- Other duties as assigned

Position Requirements:

- CHS is a COVID-19 Safe Workplace. With limited exceptions, CHS requires all employment applicants provide proof of fully vaccinated status in accordance with current guidelines. CHS also complies with all in-force Alberta Health Services directives regarding COVID 19 safety.
- High school diploma required
- Post-secondary education in Volunteer Administration, leadership or management a strong asset
- 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 and engagement 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)
- 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

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