



Join the team!

Calgary Humane Society is a dynamic, non-profit organization whose purpose is to create a more humane world. As an organization, we act with **Compassion**. We work hard to build **Trust**. And we thrive through **Collaboration**. We take pride in fostering an open, inclusive, creative, and supportive environment.

If your beliefs and values align with ours, we welcome you to apply for any open positions we have on our team.

Calgary Humane Society is an equal opportunity organization. We welcome diversity and appreciate the value of the broad range of perspectives we see from different backgrounds and experiences.

Position Title:

Volunteer Coordinator – Full Time

Full time | Sunday to Thursday rotation | 37.5 hours per week Schedule is a combination of weekly rotating shift times of 8:30am – 4:30pm, 9:00am – 5:00pm and 11:00 a.m. to 7:00 p.m.

Reporting to the Team Lead of Volunteer Resources & Engagement, CHS Volunteer Coordinators are responsible for providing leadership to CHS' volunteer base which consists of over 600 active volunteers working in over 30 positions at the shelter. The Volunteer Coordinator will be responsible for the recruitment, screening, selection, training, engagement, and evaluation of individual volunteers and volunteer groups. The successful candidate will possess exceptional interpersonal skills, a passion for volunteer management, helping people, and the ability to motivate, inspire, and develop team members.

Duties:

- 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 onsite support to all volunteers
- Foster strong working relations between staff and volunteers and demonstrate a culture that values volunteer contributions, teamwork, collaboration, and innovation
- Contribute to the shelter wide volunteer engagement strategy in collaboration with the Team Lead of Volunteer Resources & Engagement
- Ensure volunteers are informed of all role-specific information (i.e. process updates,

safety protocols, statutory holiday scheduling, event needs, etc.)

- Coordinate training for volunteers including classroom training and buddy shifts)
- Help facilitate Group Volunteer Days
- Collaborate with fellow Volunteer Coordinators and the Foster Department on the planning and execution of monthly and annual awards, recognition, and annual Volunteer and Foster Parent event as part of CHS' volunteer engagement strategy
- 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, Directors, and Volunteer Coordinators to develop new volunteer roles to support shelter operations
- Support other departments when required, including Adoptions, 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
- Lead and inspire other departments by promoting a culture of strong volunteer engagement
- Other duties as assigned

Position Requirements:

- Minimum high school diploma
- Post-secondary education and/or previous work experience in Volunteer Administration/Management a strong asset
- Genuine concern for the welfare of animals
- Flexibility to work a rotating schedule including days, evenings, weekends, and some statutory holidays
- Previous animal handling experience 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 with the ability to maintain records and produce clear written and verbal reports
- Strong time management and organizational skills and the ability to work well under pressure while balancing multiple priorities
- Strong interpersonal skills and conflict resolution skills in dealing with situations using a non-judgmental approach
- Ability to manage information in a confidential manner and respond with sensitivity to the opinions of others
- Demonstrate resiliency and ability to maintain professionalism in a fast-paced environment



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- Previous experience working with Volgistics or another volunteer management software an asset
- Physically capable of, and comfortable handling a variety of species including but not limited to: cats, dogs, rabbits, birds, reptiles, and small critters
- Successful candidate will be required to provide a criminal record check at their own expense to be arranged by CHS

Position Requirements:

\$33,696.00

Benefits:

- Full health and dental benefits for employees and their dependents
- \$500 Annual Wellness Spending Account
- Vision coverage
- Paid vacation, sick time, wellness days, and paid day off on your birthday
- Matching RSP
- Personal and professional development opportunities
- Discounts on CHS products, programs, and services, including animal adoption fees
- Access to Employee and Family Assistance Program
- Access to reduced rate counseling

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, 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.