



Volunteer Job Posting

Job Title:	Coordinator, Volunteer Services	Department:	People and Culture
Status:	Volunteer, On-going (More than 1 year) 5-10 hours/week (may increase as needed)	Reports to:	Director, People and Culture
		Job ID #	#20-P&C-03

ANNISAA Organization of Canada (the Agency) is a Muslim women's empowerment organization providing a significant benefit to the Muslim community by empowering Muslim women and girls to effectively address the challenges of integration and self-empowerment.

All Charitable donations are funded solely by the Founder and ED of ANNISAA. The Agency has no payroll obligations and is staffed entirely by volunteers who share ANNISAA's vision.

ANNISAA Organization of Canada (the Agency) is currently accepting applications from qualified candidates for the position of Coordinator, Volunteer Services.

Reporting to the Director, People and Culture, as part of the ANNISAA's management team, and member of the Human Resources team, this position is responsible for the overall management and administration of the Volunteer Services. This role leads the formation of Volunteer Services best practices including but not limited to promotion of volunteering opportunities to the public and maintenance of a positive image of the organization within the community.

RESPONSIBILITIES:

- Achieve the goals of the department's operational plans and budgets
- Recruit, supervise and support volunteers to assist in delivery of ANNISAA's programs and services
- Assess skills, abilities and interests of volunteers to determine assignments to meet the needs of the programs/staff and support meaningful engagement for volunteers
- Liaise with department Coordinators and Managers regarding training and orientation of new volunteers
- Responsible for on-going retention strategies which include training and educational workshops for volunteers, as well as coaching and mentoring
- Responsible for the production and distribution of regular electronic newsletters to outreach to community members and to recognize, inform and inspire current volunteers
- Responsible for planning, coordination and delivery of agency wide volunteer appreciation events
- Responsible for program promotion, including development of materials, participation in internal and external volunteer fairs and community events
- Administer SUMAC database and report on program statistics
- Participate in cross organizational committees, and ad-hoc projects such as fundraising, and special events
- Develop and deliver training for staff who work with volunteers
- Regularly review and update policies and procedures relating to program
- Create and update program work plans, maintain and develop best practices
- Be an active member of TAVA, Volunteer Toronto, United Way Speaker's Bureau



ANNISAA ORGANIZATION OF CANADA

- Act as a primary staff resource for volunteers and coordinates all volunteer activities
- Responsible for the continuing development of the volunteer program
- May be required to do public appearances
- Conduct Criminal Record Checks (CRC/VSS), submit all requests to the CRC service provider and follow up on results as required
- Support orientations and training within the organization
- Support staff recognition initiatives and events
- Act as liaison with local Community Colleges and Universities and recruit and supervise co-op/placement students
- Coordinate and update volunteer posting on website as well as promote opportunities via agency's social media channels
- Create and maintain an environment in which staff and volunteers can participate and deliver high quality programs and services that is responsive to the needs of clients and the community

QUALIFICATIONS:

- Post-secondary degree combined with a program management diploma or a certificate in Volunteer Management or equivalent combination of education and experience
- Minimum of 1-3 years of progressive experience in volunteer management or working with volunteers and /or human resources management role
- Ability to build rapport and maintain high level of credibility and integrity at all levels of the organization
- Highly developed interpersonal skills sufficient to be viewed as one to whom employees from all levels can approach and discuss matters that may be confidential and sensitive
- Excellent written and verbal communication skills
- Demonstrating listening, consultation and conflict resolution skills
- Strong critical thinking, problem solving and analytical skills
- Excellent time management and organizational skills with a proven ability to manage multiple projects, achieve results, work under pressure and meet tight deadlines
- Strong verbal and written English language communication skills; fluency in additional languages can be considered an asset
- Demonstrated ability to work independently but also to function in a team environment, to multitask and to respond to changing needs

To apply, please email your resume and cover letter as a single Word or pdf document to volunteer@annisaa.org quoting **File #20-P&C-03** in the email "Subject" line.

ANNISAA Organization of Canada is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by the ANNISAA Organization of Canada Race Relations and Employment Equity Policies.