

# **CAREER OPPORTUNITY** *for* Volunteer and Operations Coordinator – Part Time (30 hours) Elizabeth House

## OVERVIEW

The Volunteer and Operations Coordinator is responsible for the general operations of Elizabeth House facility and programs and the delivery of the volunteer program and communications.

## RESPONSIBILITIES

### Volunteers

- Responsible for development, implementation and management of the volunteer program, including:
  - Comprehensive risk management
  - Ensuring best practice delivery
  - Recruitment, screening, training, scheduling, supervision and retention of all volunteers
  - Coordinating with program staff regarding volunteer related activities and scheduling

### Operations

- Responsible to ensure the smooth delivery, maintenance and management of all operational aspects of Elizabeth House including: facility management, overseeing orientation of new staff, shift scheduling, monthly timesheets, as well as coordination and administration for regular staff meetings and staff training
- Evaluate and mitigating risk management of the program
- Ensuring that the facility and program meets compliance with diocesan, legislative and governing authorities
- Ensure the operations policy and procedures are compliant with diocesan, legislative and governing authorities
- Administrative Operational Responsibilities:
  - Responsibility for developing and maintaining systems and procedures for ensuring the following:
  - Maintenance of the facilities, and ensuring the necessary inventory, supplies and donations
  - Securing the necessary office equipment and supplies
  - Vehicle maintenance and driver protocols
  - Maintenance contracts for Elizabeth House
  - Maintaining and updating operations policy and procedure manual
  - Financial, donation and outcome reporting

### Communications

- Assist with development and delivery of community presentations to the public to support volunteer programs and residential and outreach operations
- Assist with maintenance of the website and other communications including social media and print
- Attend events, recruitment fairs, etc. as a spokesperson
- Assist with ongoing stakeholder communications
- Develop and deliver communications related to donation drives, volunteer projects and operations support
- Develop Annual Report in consultation with the Program Manager

### GENERAL EXPECTATIONS

- Adhere to and practice the values and goals set out in the Program Design and Theory of Change.
- Attend and participate in Elizabeth House staff meetings, Catholic Pastoral Centre staff and team meetings as well as training opportunities and special events as required.
- Attend external, role-appropriate meetings including network, professional, informational and collaborative case management meetings, including those assigned by Manager.
- Maintain good standing with relevant professional/legislative body
- Abide by the R.C. Diocese Model Code of Conduct, Pastoral Code of Conduct and Accountability, Elizabeth House Operations Manual and all Policies and Procedures pertaining to the work of Elizabeth House, as well as legislative and best practice standards for working with youth and vulnerable populations and adherence to relevant health and safety regulations.
- Other duties as assigned by the Program Manager

### QUALIFICATIONS

- Education in non profit management preferred
- 3-5 years of experience in non profit operations and/or volunteer programming
- Relevant experience with families, children and youth-centred programs
- Proven ability to work independently or as part of a team
- Strong interpersonal communication skills, verbal and written
- Intermediate to advanced proficiency in computer expertise to communicate with stakeholders, keep records, prepare reports, develop communication materials, etc.
- Hold a valid driver's license and satisfactory driving history (10yr abstract required)Active certification in First Aid CPR/AED Level C
- Trauma Informed Practice training and experience is an asset
- Women's Studies or equivalent is an asset

### HOURS OF WORK

30 hours/week. Hybrid work schedule, blended work from anywhere and in person. Must be on-site 2-3 days/week. Work schedule and location organized with Program Manager's approval. Flexibility with hours is required due to the nature of this role and may include some evenings and weekends.

## SAFE ENVIRONMENT

In support of the Safe Environment Program, this position is required to obtain or complete the following:

- Participate in interview process and provide appropriate references
- Vulnerable Sector Police Information Check (VSPIC)
- Child Intervention Record Check
- Praesidium Sexual Abuse Prevention online training modules

## PHYSICAL DEMANDS

- Constant sitting to complete computer and desk-based tasks
- Constant movements of the neck in all directions required when completing assignments
- High levels of concentration
- Potential exposure to stressful situations such as deadlines, dealing with aggressive or upset individuals, abusive or aggressive phone call, general workload demands
- Occasional lifting up to 50lbs/23 kg (infants)
- Frequently: pushing, pulling, kneeling, squatting, forward reaching, reaching about shoulders, stooping and bending forward from standing position, carrying of objects
- Responsible for occasional driving of company vehicles, risks associated with driving
- Potential exposure to infectious disease in communal setting

## TO APPLY

Documents required as part of the application process include:

- Resume and Cover Letter
- Three (3) reference checks (will only be contacted if you are selected as our final candidate)

Applications should be submitted by e-mail to: [Careers@calgarydiocese.ca](mailto:Careers@calgarydiocese.ca). No phone calls please.

Applications will be accepted *until noon on Friday, June 14, 2024*. Only applicants who are short-listed for an interview will be contacted directly by our office. We thank all applicants in advance for their interest.