

CAREER OPPORTUNITY for

Volunteer and Operations Coordinator – Full Time (Contract)

Elizabeth House

OVERVIEW

Elizabeth House is a life skills program and family-oriented home which welcomes at-risk pregnant and parenting women a safe place to live. As a non-denominational program of the RC Diocese of Calgary, our vision is to offer an effective and compassionate woman-centred program where residents can access the supports, resources and community they need to be successful in meeting their personal goals. We serve and employ people from all cultures and backgrounds.

Elizabeth House is currently looking for an enthusiastic and passionate individual to join the team as a Full-Time Volunteer and Operations Coordinator. The Volunteer and Operations Coordinator is responsible for the delivery of the volunteer program, as well as supporting the Program Manager in administration, communications, events and general operations.

CONTRACT

This position will be a contract position until end of Quarter 1 in 2023. Extension of this contract is dependent on program funding.

RESPONSIBILITIES

Volunteers

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

Operations

- Assist the Program Manager with administrative management of Elizabeth House staff including: overseeing orientation of new staff, shift scheduling, monthly timesheets, as well as coordination and administration for regular staff meetings and staff training
- Assist the Program Manager in evaluating and mitigating risk management of the program
- Ensuring that the facility and program meets compliance with diocesan and legislative authorities
- Ensure the operations procedures are compliant with diocesan and governing authorities

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

Administrative

- Responsibility for developing and maintaining systems and procedures for ensuring the following:
 - Maintenance of the facilities, 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
- Develop Annual Report
- Other duties as assigned by 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, 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.

QUALIFICATIONS & ATTRIBUTES

- 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

Hybrid work schedule, blended work from anywhere and in person. Must be available for frequent on-site duties. Work schedule and location organized with Program Manager's approval.

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

KEY RELATIONSHIPS

Elizabeth House Manager, Resilience Specialist, Assistant Care Coordinator, Support Staff, Participants and their babies/infants, Volunteers, Donors and Funders, Diocesan employees, the public and other professional relationships.

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 30lbs lbs/4.5 kg
- 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:

- A completed application form - Download here: <https://www.catholicyc.ca/careers.html>
- A cover letter and resume
- Agreement to the Model Code of Conduct (see <https://www.catholicyc.ca/careers.html>)

Applications should be submitted by e-mail to: careers@calgarydiocese.ca. No phone calls please.

Applications will be accepted until May 20th, 2022. Only applicants who are short-listed for an interview will be contacted directly by our office. We thank in advance all applicants for their interest.