



NEW CANADIANS CENTRE PETERBOROUGH	
Position Description: Volunteer Administrator NOC: 4212 Social and community service workers	Posting Date: June 8, 2019 Closing date: June 18, 2019 12noon

Hours: 32-40 hours per week

Wage: \$21.99 – \$27.97 per hour

Start date: as soon as possible

Location: Peterborough, Ontario

Terms of Employment: Full time, Permanent regular Position pending funding

Probation: 3 months

EHB and pension: Extended Health Benefits as per HR Manual, Defined Contribution Pension Plan after 12 months of continuous service.

The New Canadians Centre Peterborough (NCC) is a non-profit charitable organization dedicated to supporting immigrants and refugees in the Peterborough, Kawartha Lakes, Haliburton and Northumberland regions. We strive to empower immigrants and refugees to become full and equal members of Canadian society and to provide community leadership to ensure cultural integration in a welcoming community.

The NCC utilizes volunteers in a variety of roles in relation to both client services and special events. The Volunteer Administrator is responsible for managing all aspects of NCC volunteer coordination including promotion, recruitment, orientation, training and development, appreciation as well as relevant reporting and administration.

Duties & Responsibilities:

Volunteer Coordination & Support

- Recruit, screen, select, orient and support volunteers for all NCC programs (including Community Connections, GAR Support Teams, etc) and key NCC events (Multicultural Canada Day Festival)
- Set up and monitor client and volunteer matches for ESL and other tutoring
- Create and maintain confidential volunteer files, including all relevant contact and background information
- Collect, verify and maintain references for volunteers, as well as signing of appropriate policies and provision of police record checks.
- Upon completion of intake and orientation, refer volunteers to appropriate NCC staff
- Organize appropriate training for volunteers, and provide access to professional development opportunities
- Maintain and develop resources to support volunteers, including materials for ESL tutoring
- Plan and implement volunteer recognition and volunteer appreciation activities or initiatives
- Conduct regular feedback/evaluation surveys with volunteers to ensure a positive experience and address any concerns or problems encountered
- Ensure compliance with risk management policies
- Provide reference letters for volunteers upon request
- Assist with the screening and intake of placement students and interns, and provide support and supervision as appropriate





Volunteer management policy and procedures

- In consultation with NCC staff, identify volunteer needs of the NCC in relation to all service areas (Peterborough, Northumberland, Haliburton, City of Kawartha Lakes)
- Manage and adapt current volunteer recruitment, coordination and retention strategy, based on the needs of the NCC
- Work with senior management and supervisors on the implementation of policies, procedures and guidelines for Volunteer Management
- Keep updated on current practices in effective volunteer strategies for not-for-profit agencies and share any information with NCC staff colleagues

Administration and Support

- Track project-related expenses
- Attend relevant conferences and stakeholder meetings as necessary
- Submit administrative documentation as required, including timesheets, invoices, and reimbursement requests.
- Perform other duties as needed or assigned
- Seek professional development opportunities (e.g., attend monthly Association of Managers of Volunteer Services meetings)

Qualifications:

- Post-secondary education in a field related to Volunteer Coordination/Community Development/Social Services and/or equivalent experience
- Understanding and emotional empathy for the struggles which immigrants and refugees face in starting a new life in Canada
- Excellent communication skills applicable to a multi-cultural setting
- Proficient in use of computers including office-related software, email, website and social media technology, and data management (experience with Microsoft Access is an asset)
- Experience in conducting needs assessments
- Experience in program coordination
- Strong attention to detail and record-keeping
- Ability to handle multiple tasks, prioritize, work well under pressure, meet deadlines, and follow projects through to completion
- Ability to handle important documents in a sensitive manner and to maintain confidentiality
- Experience with conflict resolution and mediation
- Professional skills, demeanor, and work ethic
- Demonstrated ability to meet deadlines
- Demonstrated ability to keep accurate records and write reports
- Experience working with volunteers and in the nonprofit sector is an asset
- Knowledge of Immigration issues is an asset
- Knowledge of community resources is an asset
- Additional language(s) is considered an asset
- Ability to work flexible hours, including some weekends and evenings
- Willingness to travel to locations in NCC catchment area as required





**NEW
CANADIANS
CENTRE**
PETERBOROUGH

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info@nccpeterborough.ca
www.nccpeterborough.ca

Applications (cover letter and resume) must be mailed hand-delivered, and received by Tuesday June 18, 2019, 12noon. Application via fax will not be accepted. Applications will ONLY be accepted if received as directed.

Please address your application to:
Sabina Thiessen, sabina@nccpeterborough.ca
New Canadians Centre Peterborough
221 Romaine St. Peterborough, ON K9J 2C3

Questions can be directed to Marisa Kaczmarczyk at marisa@nccpeterborough.ca.

Thank you for your interest. Please note that only those selected for an interview will be contacted.

*The NCC strives to be an equal opportunity employer.
We encourage applicants from diverse backgrounds.*

Any information obtained during the course of recruitment will be used for employment recruitment purposes only, and not for any other purpose.

*Accommodation will be provided in all parts of the hiring process as required under the NCC's Accessible Customer Service Policy.
Applicants will need to make their needs known in advance.*

**Everyone
welcome.**

