

Kitchener Downtown



COMMUNITY HEALTH CENTRE

Position Description

Position Title: **Volunteer Services Assistant**
Permanent Part Time

Job Summary:

The focus of this position is to assist in the administration of the Volunteer Program.

Accountability: Coordinator of Volunteer Services

Responsibilities:

1. To provide advice and assistance to volunteers in the performance of their role
2. To assist in orientation and training of new volunteers
3. To assist with recruitment activities for volunteers including advertising and reference checks
4. To complete administrative tasks as required, including volunteer scheduling and updating volunteer management program *Better Impact*
5. To assist with planning of volunteer events and training workshops
6. Participate in team and staff meetings and other meetings and committee work as appropriate to support both service delivery and organizational goals
7. Collect, analyze and report on data and relevant information and participate in research as determined by KDCHC
8. Contribute to the Centre's practices of hiring, orienting and training of staff
9. Work from a Social Determinants of Health perspective to improve health outcomes for individual clients and/or for the development of community health and well-being, and to reduce health inequities.
10. Work individually and collaboratively in the development and implementation of quality improvement initiatives and activities
11. Work in a manner that preserves confidentiality
12. Work in a manner to ensure client safety and minimizes risk to clients, volunteers and the Centre.
13. Work in a manner consistent with the KDCHC Vision, Mission and Guiding Principles
14. Work in a manner that demonstrates self-reflection and personal accountability for work performance
15. Adhere to all KDCHC policies

Qualifications:

1. Completion of a post-secondary program in social services or a related field or equivalent experience
2. Office experience in a health care or social service setting
3. Experience working with volunteers

4. Experience working effectively with culturally and economically diverse populations
5. Excellent administrative and organizational skills
6. Good problem-solving and research skills
7. Proficiency in the use of a personal computer and software programs including Microsoft Office, email and internet. Experience with databases is an asset.
8. Ability to communicate effectively in English, both written and verbally
9. Ability to work collaboratively.
10. Ability to effectively multi-task in a fast-paced environment
11. Ability to maintain strict confidentiality
12. Knowledge of Kitchener –Waterloo community services is an asset

Approved by: _____
Eric, Goldberg, Executive Director

Date: June, 2018