



Kitchener Downtown Community Health Centre provides primary health care services with an emphasis on persons who experience barriers to health care access and health inequities. These services address the social determinants of health and include medical care, health promotion, illness prevention and community capacity building. Our diverse and dynamic interdisciplinary team works collaboratively with clients and the community.

We are currently recruiting for the following position:

### **VOLUNTEER SERVICES ASSISTANT**

**Permanent Part-time 0.6 FTE**

(22.5 hours/week plus additional hours for vacation coverage)

#### **Position Description:**

As a member of the Volunteer Services team you will be responsible for providing a wide range of administrative and volunteer supports to the organization. KDCHC currently has over 240 volunteers working in over 30 program areas. You will work with a skilled group of staff including the Coordinator of Volunteer Services, the Executive Director, Client Services Assistants, Diabetes Educators, Primary Care, Community Development and Health Promotion professionals.

KDCHC serves a diverse community. We are seeking a person who is able to engage respectfully and collaboratively with volunteers, clients, staff, and the community. The focus of this position is to provide support to the Coordinator of Volunteer Services in the administration of volunteer services including volunteer scheduling, assistance with recruitment activities for volunteers including advertising and reference checks, assist in orientation and training of new volunteers and to complete other administrative tasks as required including maintenance of the volunteer management software program. This position will provide support to volunteers in the absence of the Coordinator of Volunteer Services, which may involve working additional hours.

Your prior experience working with volunteers and with clients from diverse backgrounds in a social service setting will equip you to provide a friendly, welcoming experience for KDCHC volunteers.

#### **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

**Compensation:**

- Hourly pay rate: \$17.89 to 21.55, depending upon level of experience
- Paid Vacation Leave: 3 weeks to start, 4 weeks after two years (prorated)
- Paid Public Holidays, Sick Leave and Professional development leave (prorated)
- Professional Development Funding (prorated)
- Defined Benefit Pension Plan (through HOOPP)
- Extended health and dental insurance (shared premiums)
- Life, Accidental Death, and Long-Term Disability insurance (shared premiums)
- Employee Assistance Plan (shared premiums)

**Application Process:**

Your resume and a cover letter, detailing your experience and qualifications for this position, should be sent to:

Lorri McDermott-Holmes  
Coordinator, Volunteer Services  
44 Francis Street South  
Kitchener Ontario N2G 2A2  
Email: [lmcdermottholmes@kdchc.org](mailto:lmcdermottholmes@kdchc.org)  
Fax: 519-772-0571

**Application Deadline: July 18, 2018**

**A full job description can be found on our website [www.kdchc.org](http://www.kdchc.org)**

*KDCHC values the diversity of its staff and welcomes applications from people of all races, ethnicity, religions, culture, sexual orientation, gender identity and those with disabilities.*

*Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so that suitable arrangements can be made.*

*Personal information submitted will only be used for the purposes of this recruitment process.*

*We appreciate all expressions of interest; however only those selected for an interview will be contacted.*