



Manager of Volunteer Resources and Community Services

Hours:	35 hours per week
Starting Salary:	\$23.00 - \$25.00 per hour
Benefits:	<ul style="list-style-type: none">• Health benefits package (upon completion of probationary period)• 3 weeks of vacation per year
Reports to:	Executive Director

Mission and Vision

The mission of the West End Seniors' Network (WESN) is to enhance the quality of life of older adults by providing social, recreational, educational and supportive programs and services that foster connection and inclusion in the broader community.

The vision of WESN is a Vancouver community that supports and empowers older adults to live involved, healthy and fulfilling lives.

Background

Founded in 1979, WESN delivers a range of programs and services for older adults in the West End and Coal Harbour neighbourhoods of Vancouver. WESN has over 900 members, more than 300 clients, and three locations:

- Barclay Manor (1447 Barclay Street)
- Kay's Place (Denman Place Mall, 118-1030 Denman Street)
- Clothes and Collectibles Thrift Store (Denman Place Mall, 110-1030 Denman Street)

Job Summary

Based at Barclay Manor, the Manager of Volunteer Resources and Community Services leads the volunteer programs at all three WESN locations. The successful candidate will maintain and expand our team of over 200 volunteers and collaborate with other staff to help meet their specific volunteer needs. This position supports the mission of the organization by managing WESN's overall volunteer recruitment, screening, orientation, training and retention strategies.

The successful candidate is also responsible for supporting the delivery of the WESN *Life Unlimited* services for older adults who are homebound, living with a disabling medical condition, and/or socially isolated. These services include:

- Friendly visiting
- Check-in phone calls and emails
- Grocery shopping and delivery
- Accompaniment to and from medical appointments

Duties and Responsibilities

Management of Volunteer Resources

- Lead the recruitment, retention, training and recognition of over 200 volunteers
- Develop, maintain and post volunteer position descriptions
- Conduct initial interview and screening of volunteer applicants
- Work with staff from all three WESN locations to recruit and manage volunteers and enhance the volunteer experience at WESN
- Manage criminal record checks for volunteers
- Organize and oversee volunteer workshops and training opportunities
- Develop and maintain volunteer policies, procedures, and orientation and training materials
- Maintain database of all WESN volunteers and track statistics
- Lead or participate in regular volunteer team meetings, prepare agendas and take meeting minutes as required
- Plan and implement volunteer appreciation activities, including an annual lunch and seasonal events
- Recruit, train, schedule and support volunteers for special events
- Hold performance evaluation meetings with volunteers and take follow-up action as required
- Prepare reference letters for volunteers
- Provide coverage for volunteers at programs and events as required

Management of *Life Unlimited* Services

- Manage the *Life Unlimited* services for over 100 homebound or vulnerable older adults
- Develop and maintain systems for delivering and administering services
- Maintain regular contact with clients, and conduct home visits and intake appointments
- Track client statistics and maintain records
- Recruit, train, schedule and support volunteers for *Life Unlimited* services
- Develop and maintain service policies and procedures, and ensure that they are followed
- Complete grant applications and reports for funders
- Maintain a strong working relationship with external partners such as Vancouver Coastal Health and other community agencies

- Actively participate in meetings with funding agency staff
- Develop and maintain promotional materials

Other Duties

- Provide coverage for Better at Home services when required
- Participate in WESN staff meetings
- Assist with the day-to-day operations of Barclay Manor
- Assist with website edits and with social media account management
- Support other WESN program and service activities and events as required

Qualifications

Experience, Education and Training

- Experience recruiting, training and managing volunteers is essential
- A certificate in volunteer management or equivalent education is an asset
- Personal experience as a volunteer is an asset
- Degree or certificate in gerontology, social work or equivalent education and experience
- Experience working with older adults with a range of physical and mental capacities
- Experience with delivering programs, services and events for older adults
- Experience with data collection and program evaluation
- Experience in the not-for-profit sector is an asset
- First Aid, CPR and AED training is an asset
- FOODSAFE and Serving It Right certification is an asset
- Class 5 driver licence is an asset

Abilities

- Strong interpersonal, communication, presentation and facilitation skills
- Excellent oral and written English skills are essential (the ability to speak an additional language is an asset)
- Strong organizational and time management skills with attention to detail
- Strong analytical and problem-solving skills
- Work independently and collaboratively with other WESN staff, programs and services, and other organizations
- Work with large and diverse range of volunteers and clients
- Proficient with computer programs, including Microsoft Office (Word, Excel, Access and Powerpoint)
- Keep accurate records and maintain databases
- Present a professional and welcoming image to members, volunteers, clients, their families, and the general public

- Stay on task in a busy environment with regular interruptions
- Proactive, flexible and positive when presented with a new task or challenge
- Remain calm and think clearly in stressful situations
- Lift and move furniture and other materials
- Proficiency with social media (including Facebook Twitter, Instagram, Hootsuite, LinkedIn and YouTube) is an asset
- Experience with databases and Adobe InDesign is an asset

Knowledge

- Issues and challenges older adults may experience
- Current and emerging trends in volunteer engagement and retention
- Relevant government and community programs and services available to older adults

Conditions of Employment

- Satisfactory completion of a criminal record check.
- Normal working hours are scheduled between 8:30am to 5:30pm, Monday to Friday. However, working hours are flexible depending on operational requirements. The ability to work occasional evenings and weekends is required.

How To Apply

Please email (in PDF format) your resume and cover letter to Hiring Committee at jobs@wesn.ca by 4:30pm on Friday, May 17, 2019. Applications will be reviewed as they are received, and interviews will commence before the closing date and be scheduled until the position is filled.

Only applicants invited for an interview will be contacted. No phone calls please.

WESN is committed to our staff team reflecting the diversity of our community. As such, we encourage applications from older adults, persons with disabilities, members of visible minorities, First Nations and Métis people, people of all sexual orientations and genders, and others who may contribute to the diversity of our staff team.