

**Job Description
Volunteer Program Assistant,
Community Action and Engagement**

Summary:

The Program Assistant will support the volunteer program, working closely with the Volunteer Program Coordinator. Bringing enthusiasm, administrative support and innovative ideas to engage, connect and inspire volunteers and help build capacity within SCCSS programs. This position covers the lower Sunshine Coast and reports to the Volunteer Program Coordinator.

Key Duties and Responsibilities:

- Support and assist with volunteer based programs and projects, such as appreciation events, info sessions, orientations and training
- Assists with recruitment activities, interviews volunteers, coordinates program placements, completes volunteer follow up and communication to support meaningful involvement
- Collects and records volunteer feedback, maintains a quote bank, photo catalog and stories for sharing volunteer participation across programs
- Demonstrates cultural competency and inclusion, endeavors to build connections with all cultures
- Uses Better Impact to contact newly registered volunteers, update records, run reports and update status
- Monitor outcomes of the program(s); maintain detailed daily, monthly and/or quarterly statistics, draft program(s) reports and keep other program(s) related documentations in place
- Outline services provided by the program and/or organization; provide information on and referral to other community service providers, resources and professionals as required
- Generates reports as requested and provides evaluations to measure impact and trends in volunteerism
- Observe participants and their environments and ensure safe program conditions
- Support the mission, vision and values of SCCSS, and electively participate in organizational wide initiatives
- Ensures effective service delivery consistent with agency mandate, policy, meeting all legal, contractual financial and other compliance requirements.
- Lead, adapt and modify activities designed to meet the needs of participants
- Build, develop and maintain effective relationships with all stakeholders of the program(s)
- Stays current with SCCSS programs and services.
- Assists with other duties as may be requested, aiding with the efficient operation of the organization.

Qualifications and skills required:

- Post-secondary Degree or diploma in a related field (social work, community development, volunteer management, etc.) or the equivalent in education and experience.
- Experience working with volunteers, event planning, community engagement and administrative tasks
- Excellent communication skills - interpersonal, verbal, written, presentation and workshop facilitation.

- Knowledge and experience with Microsoft Suite, using word, excel, power point, as well as Outlook
- Experience with or interest in supporting vulnerable community members
- Experience with presentations, community events and virtual meetings such as Zoom, MS Teams etc.
- Experience working in the non-profit sector is an asset, not a requirement
- Knowledge of relevant community resources, service providers and networks on the Sunshine Coast
- Excellent communication, administrative, organizational skills and ability to work independently and well as in a team setting.
- Successful results of criminal records check.
- Knowledge of SCCSS programs and services.

Working Conditions

- This position works in an office environment with time spent at various locations (indoors and outdoors) for different events and to provide support to volunteers.
- This position may work alone or with minimal supervision.

Physical Requirements

- Sitting for extended periods of time and computer use.
- Lifting and moving of general office supplies and other related supplies/equipment.
- Moving of furniture such as setting up tables and chairs, presentation equipment or food and beverage.

Organizational Relationships

This position reports to, Volunteer Program Coordinator