



Established in 1979, Wildlife Rescue Association of BC is a leader in the rehabilitation of wild animals in the urban environment and is committed to educating the public on how to coexist peacefully with urban wildlife. We are Canada's busiest wildlife rehabilitation centre, now with almost 5,000 wildlife intakes each year.

Located in Burnaby BC, we are a well-established environmental charity that offers its employees:

- A flexible work environment with room to innovate
- Employee benefit package
- Passionate and committed colleagues
- Opportunities for growth and professional development

We have an exciting opportunity for a Volunteer Coordinator to join our team. This position will be responsible for the coordination of Wildlife Rescue's 200+ volunteers while continuously developing the program to meet the growing needs of the organization.

The Volunteer Coordinator supports a vision for volunteerism in the organization. The holder of this position mobilizes and manages volunteers to enhance the vision and mission of Wildlife Rescue, and introduces, develops, and ensures effective volunteer management practices and standards throughout the organization. Additionally, the coordinator will support Human Resources when required.

**Position:** Volunteer Coordinator  
**Hours:** 35 – 40 hours, Permanent  
**Wage:** \$20 – 23 Hourly  
**Closing Date:** June 18, 2021  
**Start Date:** ASAP

### **Responsibilities:**

#### Program Coordination

- Deliver a comprehensive volunteer program plan that encompasses recruitment, training and development, supervision, and recognition in line with the program budget.
- Represent Wildlife Rescue in a positive and professional manner as the first contact for potential volunteers, while responding to volunteer inquiries via email and phone.
- Develop professional communications for potential and active volunteers, and partner organizations.
- Develop and maintain standard operating procedures and program materials.

- Contribute to a climate of readiness for volunteers among staff, providing structures and guidance to support them in working with volunteers.
- Adhere to all policies and legal requirements including maintaining strict confidentiality with sensitive volunteer information.

### Recruitment, Onboarding and Training

- Strategically plan and coordinate the seasonal recruitment, onboarding, and training of new volunteers.
- Run orientation sessions and conduct individual interviews for leadership positions.
- Liaise with partner organizations to provide volunteer opportunities to international volunteers, work experience students, and corporate or community groups.
- Assess departmental volunteer needs and assist in the design of volunteer and knowledge philanthropist roles as needed.
- Work with staff to ensure volunteers have adequate training, resources, supervision, and performance feedback to fulfil their roles.
- Collaborate with Wildlife Hospital and Support Centre to run training and development workshops for volunteers.

### Data Management and Evaluation

- Maintain comprehensive and up-to-date volunteer records, as well as accurate volunteer schedules using the Better Impact volunteer database.
- Track program statistics and produce reports for funding applications.
- Evaluate the program to measure successes and identify areas for improvement.

### Volunteer Recognition

- Recognize and appreciate volunteers through formal and informal means including planning social activities and appreciation events for up to 50 guests, writing letters of reference, acknowledging successes via the internal newsletter, and nominating volunteers for awards.
- Request in-kind donations for volunteer appreciation events.

### Human Resources

- Assist with human resources activities such as posting job adverts on recruitment platforms and conducting interviews.

### **We want to hear from you if you have the following *essential* qualifications:**

- 2+ years of related experience, or the equivalent combination of education and experience
- Strong time management and organizational skills
- The ability to create and follow detailed standard operating procedures
- Excellent verbal and written communication skills
- Presentation and training facilitation skills

- Ability to thrive in a fast-paced virtual team environment with a high degree of autonomy and accountability
- Competence in office software including Microsoft Office (Word, Excel, PowerPoint, Outlook) and the ability to quickly learn and master volunteer database software
- Conflict resolution and demonstrated ability to manage difficult conversations
- Proven ability to establish and maintain effective and collaborative working relationships
- Demonstrated resourcefulness, problem solving, and decision-making skills
- Willingness to work flexible hours including occasional evenings and weekends
- A vulnerable sector criminal record check is required

**Our *ideal candidate* will have some of the following qualifications:**

- Undergraduate degree in a relevant discipline
- Experience or knowledge in:
  - Event coordination
  - Human resource operations
  - Volunteer coordination
  - Recruitment
  - Project management including software such as Smartsheet or Microsoft Planner
  - Program evaluation or reporting
  - Non-profit organizations
  - Customer service or public-facing role
- Excellent leadership skills with the ability to inspire others
- A keen interest in wildlife and nature
- Personal volunteering experience

**Why Should You Apply?**

- You love wildlife and care about human impacts on them
- You would like to work in one of the busiest wildlife rehabilitation centres in Canada
- You appreciate and want to fully participate in a culture of respect, social intelligence, and appreciation among staff and volunteers
- You enjoy a collaborative and philanthropic work environment with highly dedicated and enthusiastic board members, staff, and volunteers
- We offer a vacation, sick, extended medical and dental benefits (after a successful 90 day waiting period)
- Salary is commensurate with qualifications and experience

**To Apply**

**Submit your Cover Letter and Resume in pdf format using our [online form](#).**

Please be advised that **only short-listed candidates will be contacted** for interviews, but Wildlife Rescue would like to thank all applicants in advance for their interest.