

NSMS JOB DESCRIPTIONS

POSITION TITLE: Host Program and Volunteer Coordinator

SUMMARY

Under the direction of the Community Bridging Manager, the Host Program and Volunteer Coordinator is responsible for implementing designated client intake, volunteer management, and record-keeping procedures for the Host, Mentoring and NSMS Volunteer Programs.

Work Schedule: 21 hours per week

OVERALL RESPONSIBILITIES

1. Is the main contact for volunteers and clients in the Host Program, and does some client and volunteer intake within the Mentoring Program. Matches Host Program volunteers with newcomer clients for friendship based matches, and plans social events for the Host Program. Recruits new immigrants and volunteers to participate in the Host Program.
2. Keeps records of volunteer involvement in all departments of NSMS, and plans an annual volunteer recognition event.

DUTIES:

Host / Mentoring Programs

1. Markets the Host Program to the North Shore community through connection with local newspapers and websites and networking at local events. Recruits volunteers and new immigrants to participate in the Host Program, and develops community support for NSMS Community Bridging Programs.
2. Interviews prospective Host / Mentoring Program newcomer clients, drawing out all pertinent information to facilitate an appropriate match, inputs this information into the database.
3. Interviews Host / Mentoring volunteers, drawing out all pertinent information to facilitate an appropriate match, inputs this information into the database, and provides the volunteer with guidance about hosting newcomers or accompanying clients.
4. Monitors and provides on-going support to Host matches through performing regularly scheduled check-in calls with both the host volunteers and newcomer clients.
5. Organizes social events (including movie nights, host walks and a summer host family picnic) for host matches to support the mutual sharing experience.

Agency Volunteer Coordination

1. Keeps a copy of volunteer position descriptions and current volunteer registration forms for all volunteer positions within the agency.
2. Plans an annual volunteer recognition event.

General

1. Attends and takes an active role in all-staff meetings and NSMS in general.
2. Performs other duties, as assigned by the Community Bridging Manager.

QUALIFICATIONS

1. Minimum Qualifications

- a) Knowledge: Strong knowledge of marketing, community development processes, volunteer recruitment, volunteer management systems and multicultural issues, working knowledge of community resources and services. Working knowledge of standard office equipment and software applications (word processing and databases).
- b) Education: High School graduation with appropriate combination of post-secondary courses in marketing, volunteer management, adult education, ESL etc.
- c) Skills: Ability to design, initiate and co-ordinate volunteer programs; basic computer skills; excellent administrative, intercultural communications and interpersonal skills. Ability to speak more than one language is an asset, but is not required.
- d) Experience: Some experience in planning and implementing volunteer programs. Some experience in training adults, and co-ordinating resources and special events. Experience working with individuals from diverse cultural backgrounds.
- e) Personal Suitability: Highly organized, flexible, and patient; able to motivate people.

Salary: \$21 - \$21.98 per Hour depending on experience

Closing Date: Friday, January 29th, 2010

Resumes and Cover Letters to:

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