

Volunteer Coordinator

Classification: Full-Time, Permanent

About ALS Canada

A charitable organization that lives its values of accountability, collaboration, compassion, integrity, resiliency and respect, ALS Canada works with the ALS community to improve the lives of people affected by amyotrophic lateral sclerosis through support, advocacy and investment in research for a future without ALS. Fully funded by donors, we were fortunate to benefit from the generosity of Canadians during the Ice Bucket Challenge of 2014, and are now focused on implementing our 2018 to 2023 strategic plan in support of the following long-term impacts: people affected by ALS receive the best possible standard of care; more treatments are available to improve quality of life and extend lifespan; and people are empowered to make informed decisions about ALS.

With annual revenues of more than \$7 million, ALS Canada funds peer-reviewed research grants through the ALS Canada Research Program. Within Ontario, we have a role similar to that of the provincial ALS Societies providing services and support to help people living with ALS to navigate the complexities of the disease, which over time takes away one's ability to walk, talk, eat, swallow and eventually breathe. Through federal and provincial (Ontario) advocacy, we give voice to the collective experience of people living with ALS to help drive program and system changes for the ALS community. As a member of the International Alliance of ALS/MND organizations, an international community for individual ALS/MND organizations from around the world, we actively contribute to the collaborative global effort to fight ALS/MND.

Our world is challenging. The people we serve are dealing with a devastating illness. But in the midst of it, their resiliency and spirit is remarkable and moving. You will be touched by the community and will find a way to naturally and effectively engage.

The Opportunity

ALS Canada is looking for an energetic professional to join our team. The individual understands the critical contribution they will make to our vision to make a difference in the lives of people living with ALS today and to a future, where ALS will be a treatable, not terminal disease. This is an exciting opportunity to join a dedicated team of staff and volunteers to help ALS Canada achieve its mission.

Job Summary

Reporting to the VP, Fund Development, and working in collaboration with the Fund Development team, and the Ontario Regional Managers, the Volunteer Coordinator will lead the development and execution of the volunteer engagement strategy for the organization.

Responsibilities:

- Recruit, orient and manage volunteers
- Develop job descriptions that match skills, experiences and expectations of volunteers to needs assessments
- Develop documentation of policies, communications procedures standards and best practice for volunteers
- Provide ongoing support to existing volunteers, to nurture and grow relationships
- Prepare communication materials related to the volunteer program such as correspondence, orientation packages, information for the web-site, trainings, etc.
- Coordinate with the communications and fund development team to promote events and the volunteer program and to gain community support
- Work with Regional Managers to build WALK for ALS volunteer leadership and committees
- Collaborate and assist with developing and executing WALK training and planning
- Coordinate and assist Ambassadors and oversee the Ambassador program
- Ensure strong customer service to all volunteer applicants and event participants
- Assist with development and coordination of volunteer recognition programs
- Respond to enquiries from the general public regarding volunteerism
- Actively participate in meetings/teleconferences regarding volunteers and events
- Provide regular progress updates and identify successes, issues and challenges
- Maintain a volunteer database
- Ensure volunteers work in a safe, healthy, and supportive environment
- Manage volunteers onsite at signature events
- Act as an Ambassador and attend events as required

Competencies and Skills:

- Excellent relationship, organizational, logistical and time management skills
- Ability to meet deadlines and juggle multiple projects
- Proven skills in engaging and organizing volunteers
- Experience working with people from a variety of backgrounds
- Proven judgement, interpersonal, networking and negotiation skills
- Ability to work effectively with others and behave ethically
- Ability to speak, listen and write in a clear, thorough and timely manner
- Organizational skills including setting priorities, developing work schedules, monitoring progress towards goals, and tracking data
- Interest in working with and helping people and families living with ALS
- Enthusiastic, patient, outgoing, compassionate, mature and responsible
- Willingness to contribute on any level within the organization

Qualifications:

- Excellent verbal and written communication skills
- Volunteer management certification (an asset)
- A minimum 2-3 years of experience in a multi-level, not-for-profit environment

- Strong computer skills in Microsoft Suite (Word, Excel, Outlook, PowerPoint) and knowledge of Raiser's Edge system.
 - Experience developing, using and maintaining a volunteer database
 - Experience managing volunteers
 - Availability to work some evenings and weekends and occasional travel as required.
 - A valid driver's license
- Preferred:
- French proficiency with bilingual ability, both verbal and written;
 - Knowledge of local services, non-profits and community resources
 - Experience in a non-profit healthcare organization

Please send your cover letter and resume to hr@als.ca by April 22, 2019. In the subject line –*Volunteer Coordinator*. We thank all applicants for their interest; however only those candidates selected for interviews will be contacted.