

GENERAL INFORMATION

Title: Provincial Volunteer Engagement Coordinator

Classification: 21 hours/week, Permanent part-time

Wage: \$27.50 per hour

POSITION SUMMARY & PURPOSE

The Family Support Institute of British Columbia relies on a network of over 250 volunteers across the province who support people with a disability and their families. Our capacity to support families is a reflection of the strength of this network, which requires consistent attention, development and nurturing. The Provincial Volunteer Engagement Coordinator is therefore an important and rewarding role that requires strong organizational and relationship skills.

The Coordinator will engage by phone, email, Zoom or in person (when feasible) with all FSI volunteers in the network. Working alongside the FSI Staff Team, they will help ensure that volunteers have the support and training they need to answer support calls and represent FSI in their communities.

The Coordinator will be working from a home/remote office within British Columbia, be eligible for an extended health and dental benefits program, and will enjoy a high degree of flexibility.

RESPONSIBILITIES

Job duties and Accountabilities

- Ensure volunteers are trained and ready to support families with disabilities
- Maintain an up-to-date volunteer directory in the database.
- Assist with the planning of, and attend, the annual training conference for FSIBC.
- Stay alert to opportunities for volunteers to be engaged in their own regions.
- Establish positive and effective working relationships with families, community groups, funders, volunteers, and other stakeholders.
- Stay current on issues of concern for families and relevant sources to offer support, guidance and resources for families in BC.
- Support volunteer recruitment activities and orientation
- Keep volunteer orientation manual updated and current.

REQUIRED QUALIFICATIONS

Education, Training and Experience

- 3+ years in volunteer support/management; Candidate should have demonstrated success managing large groups of volunteers.
- Work experience in the disability sector is desirable
- Experience with and/or a strong understanding of database software.

KNOWLEDGE, SKILLS and ABILITIES

- We welcome applications from a “people person;” warm and diplomatic with polished and professional oral, written, and interpersonal communication skills; high maturity level and good judgement.
- Ability to deal with sensitive issues in a tactful and respectful manner.
- Well-developed planning, organization, time management, and problem-solving skills.
- Proficient working with technology. FSI uses Outlook, Smartsheets, online meeting software, Microsoft Office Suite and equivalents, Access database.
- Knowledge of the supports, services and resources for families of a child with a disability is beneficial
- Comfortable taking initiative with the ability to work independently and as part of a team within a remote-work environment.

WORKING CONDITIONS

- This position has the flexibility to work from our offices in New Westminster, BC, from a home office, or both/hybrid.
- The duties of this position are generally expected to be performed Monday – Friday, to facilitate collaboration with other staff.
- Applicant must provide a standard criminal record check.
- Preference may be given to candidates who self-identify as a parent, guardian or family member of an individual with a disability, or who self-identify as a disabled person, with the required combination of education and experience

The Family Support Institute of British Columbia is strongly committed to equity, diversity, anti-racism, and to being a welcoming and inclusive workplace. We encourage individuals from all backgrounds to apply and join us in our mission to create a more inclusive and empowering future for all families.

Applications will be reviewed as they are received so we encourage candidates to apply as soon as possible.