



Volunteer Coordinator

Reports to: Manager of Community Programs
Hours: 15 hours/week
Language: English essential - bilingual preferred
Salary: \$23.96 plus benefits (salary non-negotiable, unionized environment)

About the Elizabeth Fry Society of Ottawa

The Elizabeth Fry Society of Ottawa (E Fry Ottawa) is a charitable community agency that supports and advocates for women and gender-diverse people impacted by the justice system. Our work is aimed at reducing harm and oppression, supporting people to overcome barriers to reintegration, and empowering them to build a life of stability and resiliency. We are a feminist organization committed to working from a human rights and anti-oppression perspective, recognizing systemic barriers that lead to marginalization. We work with trauma-informed, person-centered principles to promote a respectful, diverse and inclusive environment that promotes healing, recovery, and successful reintegration.

Core Responsibilities:

The Volunteer Coordinator is responsible for the recruitment, training, scheduling, and supervision of volunteers who support clients participating in E Fry Ottawa programs and services. This position will:

- Actively recruit, screen, interview, and on-board volunteers, including conducting reference checks and managing criminal record checks.
- Provide orientation, training, and supervision to all volunteers.
- Collaborate with managers and peers to identify volunteer needs and schedule volunteers for programs and services, and to monitor performance.
- Coordinate and support volunteers providing court support and court accompaniment at the Ottawa Courthouse, and coordinate volunteers in our residences, Drop-In, and other program areas.
- Work closely with volunteers to receive and sort community donations, such as clothing.
- Collect and enter program statistics into our Case Management System and report regularly to the Manager of Community Programs to support program excellence and funder requirements.
- Update volunteer policies, procedures, and training materials as needed.
- Engage and communicate regularly with volunteers and support them throughout their involvement, ensuring a positive and meaningful experience.
- Assist with planning volunteer appreciation and recognition events.
- Ensure clients are being provided with adequate supports and services including a listening ear, and referrals within the E Fry Ottawa and other agencies as appropriate.
- Collect and report data pertaining to outcomes assessments to the Manager of Community Programs.

Other responsibilities and duties

- Coordinate harm reduction supply (receive, store safely, distribute as per guidelines).
- Attend community functions to promote E Fry Ottawa's volunteer program.
- Promote the mission, vision, and values of E Fry Ottawa in all activities.
- Complete other duties as assigned by management.

Qualifications:

Required education and experience

- Minimum of one year demonstrated experience managing a volunteer program preferably in a non-profit social service setting.
- Completion of a post-secondary degree or diploma in human services or related field.
- Experience with the collection of statistical data and writing reports.
- Certificate in volunteer management would be considered an asset.

Required knowledge, capacity and commitment

- Excellent written and oral communication and interpersonal skills, including the capacity to engage and support volunteers and clients, and to de-escalate conflict.
- Demonstrated organizational, leadership, and time management skills, including the ability to work independently as well as part of a team.
- Ability to apply feminist analysis and an awareness of and commitment to issues facing women and other marginalized populations in the justice system (including poverty, discrimination, criminalization, substance dependence, mental health issues, violence against women, and transgender issues).
- Valid First Aid/CPR, Non-Violent Crisis Intervention (NVC), and ASIST certifications are assets.
- Updated Criminal Record Check for working with a vulnerable population required.

E Fry Ottawa is committed to employment equity, actively seeks diversity in the workplace, and welcomes and encourages applications from members or equity-seeking groups including women, transgender, non-binary and LGBTQ+ individuals, First Nations, Métis, and Inuit individuals, persons with disabilities, and members of racialized and marginalized groups.

Workplace Conditions

Note that clients may face multiple challenges, including with mental health, impacts of trauma (past and current), and substance use. Work location is at the Bronson Centre. This role is typically performed during daytime on weekdays, with some evening/weekend events.

Please submit your résumé and a cover letter to the Manager of Community Programs through careers@efryottawa.com.