



**Carefirst Seniors & Community Services Association** is a non-profit charitable community services agency established since 1976. Our spectrum of services has grown from the delivery of Chinese meals-on-wheels service to a full range of community support services, covering the whole Greater Toronto Area, and the York Region.

With a staff of 500 members (including full-time and part-time staff) and the help of a pool of 850 active volunteers, we serve over 15,000 clients a year, including seniors and the physically disabled; 3,000 of whom are "home-bound" and frail.

We are currently seeking a **Volunteer Coordinator** to join our Volunteer Team.

### **Responsibilities:**

- Manage all facets of the volunteer engagement cycle, including recruitment, screening, selection, placement, orientation, training, retention, and recognition of youth and adult volunteers
- Plan, coordinate, and facilitate youth development programs (Youth Leadership Training Program, CYC – Carefirst Youth Club) (\*virtual programs during COVID-19\*)
- Promote Carefirst services and programs on an internal and external basis (e.g., virtual, promotional booths, university and college networks)
- Monitor and evaluate existing services and programs; develop and implement strategies to support successful programs
- Manage ongoing relationships with volunteers and staff, address work-related issues and concerns in a timely and effective manner
- Prepare periodical program reports and statistics
- Ensure compliance with safety rules and procedures to prevent injury and ensure volunteer and client safety
- Participate in special projects and perform other duties as required

### **Requirements:**

- Post-secondary degree in a related discipline (i.e., Social & Community Services, Social Sciences, Arts, Humanities, Health Studies, Human Resources)
- Certification with Professional Administrators of Volunteer Resources (PAVR-O) is an asset
- Minimum 2 years' of experience in volunteer coordination or youth leadership working with a diverse group of youth
- Superior time management and organization skills, with ability to handle high volumes of activity and manage multiple priorities simultaneously
- Demonstrated presentation and group facilitation skills
- Effective listening and coaching skills to provide feedback and guidance to volunteers and youth
- Good computer skills with proficiency in Microsoft Office (e.g. Word, Excel) and modern technology (e.g. Google Drive, Dropbox); familiarity with database applications (i.e., CIMS, ComplyTrack) is an asset
- Knowledge of virtual video tools (i.e., Zoom) to manage virtual programs
- Ability to build positive relationships with clients, volunteers, and community stakeholders
- Fluent in English; fluency in a second language that reflects the community served, such as Cantonese, is an asset
- A valid vulnerable sector police record check completed within one year

### **Please send your cover letter and résumé to:**

Carefirst Seniors & Community Services Association  
4/F, 300 Silver Star Blvd | Scarborough | ON | M1V 0G2  
Email: [hr@carefirstontario.ca](mailto:hr@carefirstontario.ca)  
Fax: (416) 502-2382

Carefirst is an equal opportunity employer. We are also committed to an environment that is barrier free. If you require accommodation during the hiring process, please inform us in advance to arrange a reasonable and appropriate accommodation.

While we thank all candidates for their interest, only those selected for an interview will be contacted.