

Volunteer & Event Coordinator Job Description

Salary Range: \$60,000 to \$70,000

SOCIETY BACKGROUND

HeroWork is a registered charity that transforms other charities by renovating their building through huge community events we call Radical Renovations. Annually these events bring together close to 1000 individual volunteers and over 200 sponsors. Together we complete professionally designed, comprehensive transformations of a charity's space for a fraction of estimated fair market value.

Simply stated, these critical social projects would not happen without HeroWork and our incredible family of dedicated volunteers and community leaders. We take *community service* to the next level.

Imagine a modern-day barn raising or Extreme Home Makeover, but rather than lifting-up a single family, each one of our two projects annually will lift-up an entire vulnerable community by building up the charities that directly serves them.

HeroWork has been recognised as a Top 100 charity in Canada for two consecutive years. Each year in Victoria, we typically complete approximately \$1.2 Million worth of renovations for charities serving marginalized and vulnerable communities, boosting the charity's capacity to help more people, in better ways, with more efficiency and security for years to come.

The demands on charity resources rise dramatically every year. The renovations we make possible for frontline charities are often years past due and, in some cases, *urgently* needed. Many times, our projects make the future possible.

At HeroWork, you can truly bring your higher purpose to life through the work and transformative, life-changing magic you get to perform every day!

CULTURE

The "how's and what's" that HeroWork accomplishes may seem like a miracle to some, but our results arise from of hard work, deep tenacity, extreme "stick-to-it-ness", and the adherence to three key values:

1. **Integrity.** We do the right thing. We are honest and open. We are transparent, meaning we say what we mean, do what we say, and stay open to information. We take responsibility for meeting deadlines. We have the professional courage to resolve conflicts as they arise. We do not blame others and are quick own up to our own mistakes.

2. **People First.** We serve as a role model. We assume competency, commitment and caring for every employee and volunteer. We value everyone matters, prioritizing people's well-being and success. We invest in others' growth. We look for ways to align people with their strength. We reward and recognize co-workers, volunteers, and sponsors. We exemplify trusted leadership, willing to place others' needs above their own.
3. **Teamwork.** We work cooperatively together towards a common visions and goals. We encourage open and honest communication that allows everyone to share their ideas and opinions without fear. We understand our roles and how to contribute to the team's success. We work out problems and disagreements that work best for the team. We make time to help others. We treat people with respect independent of their status or disagreement with you.

As a HeroWork employee, we expect full buy-in to these values as you can expect the same from the rest of the team. Although being unique as individuals, successful HeroWork team members certainly share a few traits of character.

- We stick together when things get tough. We all take responsibility for helping each other find success.
- When a task needs to be done, we get it done.
- We work through our deliverables with a sense of urgency.
- We acknowledge and accept that we are ultimately accountable to our donors, volunteers, sponsors, the charities we serve and the communities that they serve. We carry out our tasks and make our decisions with this responsibility in mind always.
- We do this because we want to make a difference in our community, to serve a higher purpose, and we accept the responsibilities of being a leader in the community, and endeavour to be strong community stewards.

HeroWork has been successful with our charity transformations because of our team's unique ability to inspire our community to come together for a common purpose.

ABOUT THE POSITION

The Volunteer & Event Coordinator works with the small Victoria team to organize and execute two Radical Renovation projects per year, both in a condense time frame (8 – 12 weeks).

Although there is a wide array of responsibilities, there are several main elements to this job.

- **Volunteer Management** involves the acquisition, coordination, and leading all “non-technical” renovation volunteers. While for the most part these are unskilled or handy volunteers, it can sometimes include professional trades such as landscape, painting, and flooring who act as mentors or advisors to your leaders and volunteers.
- **Hospitality and Event Coordination** involves the acquisition, coordination, training, and leading all check-in and food service volunteers. It also includes the design and set up of the food, check-in, and break areas, as well as the recruitment and management of non-renovation sponsors such as food service, fencing, portable toilets, handwash stations, etc.
- **Community Mobilization** is something all HeroWork team members do, helping encourage people to join the HeroWork family to make a difference together. This may involve going to

community events, meeting new and past stakeholders, recruitment of volunteer groups, food vendors, and generally inspiring the community.

ACCOUNTABILITIES

- Manages community mobilization for general volunteers, volunteer groups, crew leads, hospitality leads, by contacting current and past volunteers, companies and associations.
- Manages the outreach process for in-kind sponsorship or discounted rates for food, beverage and site needs (such as first aid, portable toilets, and handwash stations), by contacting new leads, previous sponsors, volunteer/ charity sponsors, and association contacts.
- Leads and supervises general volunteers, volunteer groups, crew leads, and hospitality leads in a professional manner by, cultivating a positive working environment, providing coaching, training, and collaborating with other leads and staff to ensure tasks are understood and carried out in a timely manner.
- Assists in the development, implementation and enforcement of policy and procedures that ensure compliance with HeroWork's corporate, workplace and on-site site safety program.
- Maintains the volunteer portal with current volunteer opportunities, providing on-site troubleshooting for registration, safety orientation, and volunteer waivers.
- Maintains contact with community groups and volunteer organizations and associations to promote interest, participation in, and support for volunteering with HeroWork.
- Enthusiastic "hands-on" participation in the completion of HeroWork Radical Renovations.
- Recruits, supervises, schedules and assigns work to a team of non-trade volunteers, by creating an atmosphere that values the role of volunteers,
- Provides oversight to the check-in/out, break areas, mid-day meal service (for up to 100 volunteers), and site clean-up.
- Provides on-site support to volunteers and staff, by ensuring set-up, daily clean-up, coordination and organization of the tool shed, monitoring supply levels, posting signage, providing training and reassignment as necessary.
- Trains volunteer leads in how to use the volunteer database for registration, check-in/out, and safety orientation. Acts as the first point of contact to troubleshoot IT problems experienced on-site.
- Assists and/or leads event management and logistics for non-renovation events such as fundraisers.
- Supports HeroWork's business administration processes by, coding and submitting receipts and invoices pursuant to cut-off requirements, entering approved time off in payroll system, creating social media posts, completing and process first aid reports, etc.

JOB REQUIREMENTS

An equivalent combination of education and experience may be considered.

EDUCATION:

- Bachelor's degree, Diploma or Certificate in volunteer management, event management, human resources, community development/service, or project management.

EXPERIENCE:

- Three years' experience in volunteer management, event management, human resources or community development.
- Three years' experience supervising volunteers or staff.
- Microsoft Office Suite (Word, Excel, Outlook).
- Experience using social media tools (Facebook, Instagram, Twitter).
- Experience using CRM databases.

PROVISO

- Required to work evenings/weekends/ and statutory holidays during Radical Renovations (8 – 12 weeks) which will require you to work a Wednesday to Sunday schedule during projects. When not in projects, your working days go back to Monday to Friday and normal work hours primarily in an office setting.
- Exposure to stressful work environment during Radical Renovations.
- Ability to lift and carry 40 lbs.
- Must possess and maintain a valid BC driver's license.
- Must be willing to be trained as a Level 1 First Aid Attendant.

KNOWLEDGE, SKILLS, AND ABILITIES

- Basic project management skills to plan, assess risk, communicate with stakeholders, troubleshoot problems and get our Radical Renovations across the finish line.
- Skilled in managing multiple tasks simultaneously to work effectively, meet deadlines, and manage expectations.
- Builds trust-based relationships with co-workers, volunteers, sponsors, suppliers and community partners.
- Builds and maintains relationships, networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals. It is the desire and ability to understand and respond effectively to other people who may include volunteers, sponsors, donors, and suppliers.
- Effective in working with a group of people to achieve shared goals and outcomes.
- Works cooperatively with diverse teams, work groups to achieve Radical Renovations and HeroWork goals.
- Plans, organizes and coordinates the proactive planning, establishment of priorities, and allocation of resources. It is expressed by developing and implement plans. It also involves monitoring and adjusting work and schedules to accomplish goals and to deliver HeroWork's mandate.
- Communicates respectfully with compassion, tact, respect and diplomacy.
- Is flexible and willing to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.
- Strong organizational skills to facilitate the efficiency of planning and use resources effectively and efficiently. These skills focus on important tasks to complete and meet deadline.
- , manage resources, problem-solving, task completion to reach planned goals.

- Demonstrated knowledge of database applications.

Volunteer and Event Coordinator Signature Page

I have read and understand the responsibilities assigned to this position.		
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Employee's Printed Name	Employee's Signature	Date
I certify that this job description is an accurate description of the responsibilities assigned to the position.		
<hr/>	<hr/>	<hr/>
Supervisor's Printed Name	Supervisor's Signature	Date
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure (attach org chart)		
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Chief Executive Officer	Chief Executive Officer's Signature	Date
The above-noted statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.		