

**INTERNAL JOB POSTING
COMMUNITY ENGAGEMENT AND VOLUNTEER COORDINATOR**

POSITION TYPE: Full Time

Delta Family Resource Centre (Delta Family, DF) is a community-based agency which has served communities in North-West Toronto for more than 40 years. Acknowledging the consequences of intersecting forms of oppression on the health and well-being of individuals, families and communities, Delta Family Resource Centre offers programs, services and supports for Black and other priority populations in Northwest Toronto which amplify their resilience and strengths. As a multi-ethnic, multi-site organization, Delta Family provides a responsive range of programs, services and activities for families, children, youth and seniors. Committed to anti-oppression and inclusive ways of engaging participants, Delta Family works to be a part of a healthy, engaged and empowered community where all people thrive. A neighbourhood-based agency, Delta Family provides a hybrid workplace, and some in-person work is mandatory,

POSITION SUMMARY:

This position focuses on enhancing the coordination, scheduling and facilitating of a variety of meaningful activities to engage and meet the physical, psychological, social, emotional and spiritual needs of residents of northwest Toronto. These activities ensure that the agency has a well-trained team of volunteers (within the organization and across the various communities in North West Toronto) with a high retention rate. The Coordinator demonstrates integrity, professionalism, leadership and attention to detail.

RESPONSIBILITIES:

- Develop and implement volunteer recruitment strategies;
- Establish and sustain community participation in Delta Family's programs;
- Educate volunteers about the organization's mission, goals, and values;
- Manage the volunteer application process, including screening, interviewing and onboarding potential volunteers;
- Assign volunteers to appropriate roles and provide training as needed;
- Develop and maintain relationships with community organizations to expand volunteer opportunities;
- Provide administrative support to volunteers, including scheduling, record keeping, and communication;
- Plan and implement events to support volunteer recognition, outreach and recruitment;
- Develop, monitor and update policies and procedures related to volunteers and Ambassadors;
- Outreach in community to engage and recruit new volunteers, talk about Delta Family's programs;
- Establish and maintain rapport with volunteers, implement volunteer recommendations;
- Assisting with the development of appropriate programs for all residents through the assessment and evaluation of their needs;
- Develop and maintain good communication with residents, volunteers and family/friends;
- Ensure that programs are operated in compliance with Delta Family's Policies and other legislated standards including occupational health and safety standards;
- Conduct program evaluations;
- Document program reports;
- Other duties as assigned.

QUALIFICATIONS:

- Candidate must possess a degree or diploma from a recognized post-secondary institution in Community Development, Social Services, political science or related area or have equivalent experience;
- At least three years' experience working in Community Engagement
- At least one year of experience in volunteer coordination or management or related fields;
- Ability to work collaboratively with staff, volunteers, and community partners;
- Proficient in Microsoft Office Suite and database management software;
- Has lived experience of the issues faced by Toronto's under-resourced, racialized and African/ Black communities;
- Understanding of the impact of oppression and anti-Black racism and the barriers faced by communities in northwest Toronto;
- Strong community organizing and engagement skills
- Existing connections to community coalitions, networks and groups organizing around issues critical to residents
- Excellent group facilitation and training skills;
- Possess an understanding of the diversity of the African Canadian experience and understanding of the issues facing African Canadians in the community;
- Knowledge of and experience working with an anti-oppressive and anti-racist framework;
- Demonstrated advocacy skills and ability to encourage and support organizational advocacy;
- Strong written skills, and excellent communication and interpersonal skills;
- Ability to set consistent and appropriate limits;
- Excellent organizational, planning and implementation skills and attention to detail;
- Candidates should have experience in the development and execution of activity programs designed for seniors
- Experience in the coordination of engagement activities as dance, dramatic arts, games, gardening, music, sports, arts and crafts along with other hobbies.

Remuneration: \$53,236 - \$57,155 (Coordinator, Steps 1 – 3)

The successful candidate will be required to have/obtain a current Vulnerable Sector Check

Forward your cover letter **and résumé quoting position title by** the closing date to: **Engagement & Volunteer Coordinator**

E-mail: [hiring@dfrc.ca](mailto: hiring@dfrc.ca)

Hiring Committee- Youth Worker, Delta Family Resource Centre, 2291 Kipling Ave, Unit 123, Etobicoke, ON, M9W 4L6

Deadline: August 3rd but posting remains open until filled.

Applications will be processed as they are received

Please contact the above if you need accommodation at any stage of the application process.

Internal candidates will be processed before external candidates are considered.

We thank all applicants for their interest, however only shortlisted candidates will be contacted.