



Position Title: Volunteer Recruitment & Onboarding Coordinator (Volunteer)

Position Purpose & Summary: [Hand Up Toronto](#) is a volunteer-run charitable organization which aims to support families experiencing food insecurity through the provision of food hampers, basic necessities and information about community resources. The Volunteer Recruitment and Onboarding Coordinator plays a key role in recruiting and maintaining volunteer relationships that help our operations and charity achieve our program goals. The role involves understanding the volunteer needs of the organization, recruitment of volunteers, and promoting volunteer engagement. This role can be shared amongst a team of 2 to 3 volunteers.

Location: Remote. Candidates based in the GTA would be preferred in order to staff an outreach table at occasional local volunteer fairs.

Responsibilities:

- Understand and identify the organization's needs for volunteers based on its operations and services.
- Develop and manage the strategy for volunteer recruitment and engagement.
- Collaborate with Team Directors to identify opportunities, provide feedback for engagement, and development initiatives for recruitment.
- Post opportunities on online volunteer sites including Volunteer Toronto and other suitable sites.
- Manage the process of integration of volunteers with the program leads.
- Manage the intake process for all volunteers, providing them with guidance and ensuring that they have a positive experience with our charity. This includes conducting pre-screening or screening interviews as required.
- Collaborate with the marketing team to lead volunteer recruitment campaigns.
- Conduct periodic volunteer surveys and strategize with the teams to implement feedback
- Support the research and implementation of a volunteer management system (volunteer database).
- Work with the Executive Director in organizing volunteer recognition, especially around National Volunteer Week.
- Attend all weekly executive team meetings (held weeknights) initially to better the organization and volunteer needs. This can be reduced after the orientation period.
- Staff outreach tables at volunteer fairs. Compile a list of potential fairs for Hand Up Toronto to attend.
- If possible, in-person attendance at a Saturday distribution event would be an excellent introduction to our programming

Qualifications:

- Dedication, consistency, and a genuine interest in supporting our mission
- Conscientiousness and diligence in posting opportunities and in responding to prospective volunteer inquiries.
- Empathy and inclusiveness in all communication with families and team members
- Excellent written communication, interpersonal, and team-building skills

- Ability to communicate openly and consistently with other Family Communications Coordinator and the other Hand Up Toronto Operations Team Members and ask for help when needed
- Resourceful in working through challenges and adaptable in responding to changes in circumstances and priorities
- Working knowledge of databases, primarily spreadsheet-based
- Access to a laptop and mobile phone
- Proficiency with Google Drive, Whatsapp, GMail and Constant Contact (or other email services)
- Professional background in Volunteer Engagement or Human Resources is an asset but not a requirement

Screening Measures:

- Resume or LinkedIn profile (if available) with brief cover letter outlining why you are interested in this position and what would make you a good candidate
- Interview with the Executive Director

Support & Supervision:

This role reports to and is supported by the Executive Director

Time Commitment & Scheduling:

- Approximately 2-3 hours per week
- Other than meetings, work can be completed on a flexible schedule
- Please provide a minimum of 2 weeks notice in case of vacations or departure from the position
- We ask for a minimum of 6-month commitment and we hope that you will stay on much longer!

Risks & Boundaries of the Position:

- As this role is primarily desk-based, we encourage you to set up an ergonomic working area. See [2-min video here](#) for some tips.
- Interactions with volunteers should be friendly AND professional and limited to the responsibilities of this position description.
- Maintain confidentiality with respect to any sensitive volunteer information

Benefits:

- Excellent opportunity to work as part of a highly supportive volunteer team and make a concrete difference in the lives of families facing food insecurity in Toronto
- Excellent opportunity to gain experience in Volunteer Engagement or Human Resources, in particular for candidates seeking paid employment in the nonprofit sector
- References available upon request after a minimum of three months on the role