



Sutton Volunteer Centre

JOB TITLE: Volunteer Coordinator

IMMEDIATE SUPERVISOR: Executive Director

ORGANIZATION'S MISSION:

Rooted in the communities of Sutton and Abercorn, the Sutton Volunteer Centre (CAB Sutton) is an autonomous community organization that relies primarily on the engagement of volunteers. It serves individuals experiencing vulnerability, including families and seniors, by offering support and referrals in the areas of food security, aging, social isolation, and education.

POSITION SUMMARY:

Reporting to the Executive Director, the **Volunteer Coordinator** is responsible for the overall management, structuring, and development of volunteer engagement at CAB Sutton.

The incumbent acts as the main point of contact for volunteers and ensures a positive, structured, and consistent volunteer experience by overseeing recruitment, onboarding, follow-up, and recognition. In close collaboration with the team (service coordination, activities coordinator, and other team members), the incumbent identifies organizational volunteer needs and ensures the attraction, training, and deployment of a competent, engaged volunteer team aligned with the realities of services and activities, to effectively support CAB Sutton's operations.

The incumbent also plays a key strategic role in the continuous improvement of volunteer management practices and tools, in alignment with the organization's strategic directions and action plan.

Finally, the incumbent adopts a posture as an ambassador for volunteerism, promoting its importance within the organization and among partners and the community. They contribute to fostering a strong organizational culture that values civic engagement, recognition, and a sense of belonging among volunteers.

TASKS AND RESPONSABILITIES:

1. Volunteer Management and Daily Operations (50%)

- Ensure the day-to-day coordination of the entire volunteer journey: recruitment, onboarding, training, recognition, and retention.
- Respond to volunteer-related inquiries and ensure diligent follow-up.
- Work closely with team members (service coordination, activities coordinator, etc.) to understand, anticipate, and plan volunteer needs based on services, activities, and organizational priorities.
- Ensure the deployment of a competent and sufficient volunteer team to meet the organization's operational needs.

- Ensure alignment between volunteers' skills, abilities, and assigned roles, to support appropriate interventions with beneficiaries, including conducting background checks as required.
- Assign volunteers to various services, activities, or committees based on their interests and organizational needs.
- Ensure regular follow-up with volunteers (support, well-being, motivation, retention).
- Establish and coordinate mentorship or buddy systems between volunteers, when required, to ensure service continuity, knowledge transfer, and the development of a volunteer pipeline.
- Intervene in cases of difficulty, conflict, or non-compliance with values and policies, and act as a mediator in sensitive situations involving volunteers.
- Ensure effective communication with volunteers (instructions, changes, needs).
- Track volunteer hours and monitor volunteer involvement.

2. Structuring, Tools, and Continuous Improvement (30%)

- Develop and implement structured practices and effective tools to support volunteer engagement within the organization.
- Develop, document, and maintain volunteer management tools (databases, registration forms, etc.).
- Ensure the rigorous updating of volunteer files and tracking tools, in compliance with confidentiality standards.
- Structure and optimize volunteer onboarding, integration, and follow-up processes.
- Contribute to the development and updating of the volunteer handbook.
- Document volunteer needs by service, activity, and project.
- Implement monitoring mechanisms (volunteer status, information updates, periodic follow-ups).
- Improve communication practices with volunteers (distribution lists, digital tools, meetings, etc.).
- Identify training needs and organize appropriate activities.
- Contribute to the development and implementation of a volunteer recruitment and retention strategy.
- Participate in strategic reflections related to the development of volunteer engagement and the organization's strategic planning.
- Contribute to the drafting of the annual activity report and the compilation of volunteer-related statistics.

3. Community Life and Contribution to Organizational Life (20%)

- Promote the organization's mission, values, and directions to volunteers and encourage their active engagement in organizational life.
- Act as an ambassador for volunteerism by contributing to its visibility within the organization, among partners, and in the community.
- Highlight volunteer involvement and impact (communications, events, internal initiatives).
- Plan and organize recognition and engagement activities that foster a sense of belonging.
- Contribute to the development of a strong organizational culture, particularly focused on recognition, inclusion, and participation.
- Facilitate community life in collaboration with a volunteer committee, when appropriate.

- Actively participate in team meetings and ongoing training activities.
- Contribute to the organization's events, activities, and initiatives as required.
- Provide occasional support to other team members, based on organizational needs.
- Contribute to maintaining services during peak periods or in case of staff absence.

DESIRED PROFILE :

Education:

- College or university diploma in relevant field (social work, management, human resources, recreation, or equivalent).

Experience:

- Minimum of 2 years of experience in volunteer coordination, human resources, or management.
- Experience in the community sector or nonprofit environment is a strong asset.

Skills:

- Excellent interpersonal and communication skills
- Strong organizational skills and ability to manage priorities
- Ability to handle multiple files simultaneously
- Conflict resolution and mediation skills
- Analytical skills and interest in continuous improvement
- Good command of computer tools (Excel, databases, collaborative tools).
- Proficiency with technology tools: databases, office software, spreadsheets, etc.
- Fluent French (written and spoken)
- Functional spoken English

Personal Qualities:

- Empathy, listening skills, and a human-centered approach
- Autonomy, initiative, and sense of responsibility
- Diplomacy, discretion, and sound judgment
- Motivational leadership
- Adaptability and flexibility
- Strong interest in teamwork and the community sector

WORKING CONDITIONS:

Employment Type and Work Schedule:

- Regular full-time position, 35 hours per week
- Daytime schedule with flexibility; some evening, weekend, or additional hours may be required to participate in activities or represent the organization.
- Some travel required, mainly within the Brome-Missisquoi area.
- Occasional telework possible; however, regular in-office presence is required.

Compensation:

- Salary according to the current salary policy and the experience of the selected candidate.

Benefits:

- Paid lunch hour.
- Fourteen paid holidays (eight statutory holidays + six additional holidays).
- Four weeks of paid vacation starting in the first year.
- Ten paid personal leave days per year.
- Reimbursement account for paramedical, mental health, and wellness services.
- Ergonomic office equipment provided.
- Warm, human, and stimulating work environment at the heart of the Sutton community.