



## Position Description

**POSITION:** Volunteer and Human Resources Coordinator

**REPORTS TO:** Volunteer Manager/Senior Manager of People and Culture

**SUPERVISES:** No direct reports

Under the direction of the Volunteer Manager and the Senior Manager of People and Culture, the purpose of the Volunteer and Human Resources Coordinator position is to assist the Humane Society of Kitchener Waterloo and Stratford Perth build and maintain robust volunteer and human resources programs.

The Humane Society of Kitchener Waterloo & Stratford Perth is a recognized Canadian leader in Animal Welfare. Our mission is to be leaders in animal welfare in our communities, committed to promoting the human-animal bond with a focus on the responsible treatment of animals through *education*, *collaboration*, *compliance*, *advocacy* and *care* to promote the well-being and appreciation of all animals.

The values that are the basis of this organization are that all animals deserve to be treated with respect, dignity, empathy and compassion. All animals have an intrinsic value in improving the quality of life of an individual, family and community.

This position is a one-year contract, with the possibility of extension. The incumbent will work full-time hours (40 hours per week) on weekdays and weekends. A commitment of every other weekend is required. The successful candidate will primarily be based in Kitchener, but will be expected to work in our Stratford office once weekly.

### PRINCIPLE ACCOUNTABILITIES:

The principal accountabilities of the Volunteer and Human Resources Coordinator are to support the Volunteer Manager and Senior Manager of People and Culture including but not limited to:

#### Primary Duties

**The majority of this position involves volunteer recruitment. Mainly, the successful incumbent will be following up with volunteers who submit applications, scheduling and conducting interviews, checking references, and delivering orientation sessions.**

#### Volunteer Coordination

- Recruit volunteers including posting volunteer opportunities, screening applications, conducting interviews, and checking references.

- Onboard new volunteers including creating name tags, and delivering individual and group orientation sessions.
- Responsible for all training of volunteers including providing materials, and scheduling and tracking training sessions.
- Issue government mandated training as it relates to a volunteer's role.
- Email/post weekly volunteer schedule and redistribute when updates occur.
- Verify volunteer attendance; when shifts are missed, follow-up with scheduled volunteer and endeavor to contact replacement volunteers.
- Enter and update volunteer information in Better Impact.
- Follow-up with volunteers within a few weeks of their start date to determine their satisfaction level.
- Hold regular check-ins with volunteers to obtain feedback and suggestions for improvement.
- Schedule monthly meetings with volunteers as necessary to provide updates.
- Make volunteers feel welcomed, valued, and appreciated by engaging with volunteers while at the centres.
- Conduct exit interviews when volunteers resign and work to make improvements based on the feedback provided if applicable.
- Assist with the preparation of monthly statistics.
- Assist with planning and scheduling volunteer appreciation events and gifts, including the annual volunteer conference.
- Attend and participate in volunteer related events.
- Assist with implementing annual volunteer satisfaction survey.
- Provide coverage for the Volunteer Manager when absent.

#### Human Resources Coordination

- Assist with recruitment and selection when required including posting job vacancies, screening applications, scheduling and conducting interviews, and checking references.
- Issue training to new employees and follow-up on any outstanding training.
- Manage orientation of new employees including preparing kits, delivering presentations, and providing employees with tours of our centres.
- Assist with Joint Health and Safety Committee meetings including preparing agendas, taking minutes, and carrying out follow-up actions.
- Support improvement projects as needed.
- Assist with filing information into employee files.

Perform other duties as required to ensure a positive public image and to improve the function of this organization.

#### POSITION REQUIREMENTS:

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position. The Volunteer and Human Resources Coordinator must have the following skills, among others:

- Experience working with or supervising volunteers and/or supporting employees in a human resources capacity.
- A college certificate in Volunteer Management or Human Resources Management would be an asset.
- Ability to plan, execute, and implement programs.
- Ability to build and foster effective relationships with staff, volunteers, customers, partners, sponsors, community groups, etc.
- Strong sense of teamwork and collaboration, with the ability to foster the same among others.
- Interpersonal skills to deal with multiple and differing behaviours of fellow staff, volunteers, customers and other organizational contacts.
- Ability to function effectively under stressful and ambiguous circumstances and accept direction.
- Organizational skills in order to meet time demands and multiple tasks in a high-paced environment.
- Ability to manage multiple and sometimes conflicting priorities and deliver timely results.
- Computer literacy – Microsoft Windows and Word, customized Humane Society programs and basic knowledge of typical office equipment.
- Must treat animals humanely, with compassion and concern both on and off the job.
- Experience with animal body language, positive reinforcement, and behavior modification would be a bonus.

#### WORKING CONDITIONS

- An emotional and stressful environment due to the nature of our work with animals who come to the Centre in various conditions (e.g. some animals that have been abused, mistreated, neglected and/or that have behavioural issues, and/or are suffering from varying degrees of ill health).
- An emotional and stressful environment due to the necessary humane practice of euthanasia.
- Areas with strong odours and high noise levels in regards to barking and other animal noises.
- Risk of injury from slippery floors and working with toxic and corrosive cleaners.

#### COMMITMENT:

- Expected to work some weekdays, evenings, and weekends to meet centre requirements.
- Demonstrated regular and consistent attendance and punctuality.

#### APPLICATION PROCEDURE:

If this role is calling your name, we look forward to hearing from you! Please submit your resume and cover letter to [hr@kwsphumane.ca](mailto:hr@kwsphumane.ca).

The Humane Society warmly welcomes applications from people of all backgrounds and groups. We are committed to a culture of inclusivity and collaboration that celebrates diverse perspectives and voices.

We are happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.