



Celebrating 40 years of strong families and bright futures.

Vacancy Posting: Member Services and Volunteer Coordinator

1Up Victoria Single Parent Resource Centre Society

Posting Date: June 27, 2018

Start Date: TBA

Duration: Permanent Full-time Position

Hours of Work: 35 hrs/week: Mon/Tue/Thu/Fri 8:30-4 pm; Wed 11:30-7pm; some evening & weekend work

The ideal candidate: 1Up is seeking a dynamic, motivated and creative individual who can 1) Inspire and provide leadership to our dedicated group of volunteers, 2) Engage proactively with single parent members in the planning and delivery of practical services and supports, and 3) Work collaboratively with community groups and partners to develop and deliver sponsored member services and events that meet the needs of 1Up.

Who We Are: 1Up is a small, thriving not for profit organization providing practical support and opportunities for growth to single parents and their children. Our small, but skilled and committed staff and dedicated volunteers offer essential services to our member families using a strength-based approach that creates the foundation for personal and community growth in a welcoming and non-judgmental environment.

Job Description: This position encompasses two roles within the organization, namely Member Services and Volunteer Coordinator. Under the direction of the Executive Director, the incumbent will:

1. Recruit, train and supervise volunteers to ensure that 1Up's internal (Peer Helper, intake, front desk, bread/clothing/book/toy room volunteers) and external (Community Relations Team) requirements for well-trained volunteers are met using a non-judgmental, strength-based approach.
2. Engage proactively with single parent members in the planning, development, delivery and evaluation of practical supports, services and events that foster opportunities for growth and a sense of hope among lone parent families.
3. Work collaboratively with community partners including other non-profit agencies, donors, sponsors, and third-parties to develop and deliver sponsored member services and events that meet the diverse needs of single parent families and 1Up.

Duties:

Volunteer Coordination:

- Recruitment through ads, info booths at community events; interview/selection of appropriate candidates; deliver Peer Helper and other relevant volunteer training as required to meet the volunteer needs of 1Up; match volunteers with suitable roles commensurate with skills, interests, and expectations; supervise, coach and support 1Up's volunteers; provide superlative volunteer appreciation, recognition, and thanks; identify and report on changing needs of the organization so

that volunteers are trained appropriately; utilize and oversee volunteers to support 1Up and community partners in the delivery of programs, services and events.

Member Services:

- Assist in the planning and delivery of members' practical support services and activities; coordinate and deliver sponsored member programs such as: Christmas Hamper program, Healthy School Snacks, Emergency food support, Backpack program and member events and activities; identify unmet member needs for practical support services and programs, and propose strategies to address these needs; manage and maintain memberships, database and program usage data; work collaboratively with community partners and businesses to plan and deliver 3rd party sponsored member services and events; communicate regularly with members and stakeholders through various means and media; contribute to the regular evaluation of the outcomes and efficacy of member services; assist in preparing social media and written materials such as sponsor letters, newsletters and promotional posters for members and stakeholders.

General Duties:

- Along with other staff ensure the smooth day-to-day operations of the agency's front-of-house, including: welcoming members and the public, receiving donations, answering enquiries and assisting with community relations events ; attend scheduled staff and relevant program meetings; prepare monthly and annual narrative and statistical reports for the board and/or funders as needed; perform related duties as required.

Qualifications & Experience:

- Post-secondary education related to some/all of the following areas is required: Volunteer management, Program development/management, Social work, Communications and Adult Education.
- Excellent writing, presentation, and communication skills are required.
- Experience in developing and delivering member programs and services.
- Proven group facilitation and training skills.
- Demonstrated ability to work effectively with families and individuals with diverse needs and barriers.
- Understanding of the needs of single parent families and relevant community resources is preferred.
- A minimum of 2 years' supervisory experience with volunteers or equivalent.
- Strong computer skills, and experience with a variety of software applications.
- Use of vehicle and completion of a criminal record check is required.

Salary & Benefits: The starting wage rate range is \$20.00 - \$21.00. Eligibility for 1Up's comprehensive Group Benefits plan following successful probationary period.

Submission: Closing date for submissions is [Friday, July 20, 2018](#). Please submit letter of application and current resume attention: Personnel Committee, 1Up Victoria Single Parent Resource Centre, 602 Gorge Road East, Victoria, BC V8T 2W6 or by email to: info@1-up.ca

Only short-listed applicants will be contacted.