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Volunteer Recruitment, Retention and Engagement Specialist

Job Posting

Nankind is a not-for-profit organization that provides free childcare and support for parents with cancer. We believe that parents should not have to choose between their own health and caring for their children. We also believe that children should not have to experience parental cancer including death due to cancer without trained guidance and support. Our mission is to lessen the impact of cancer on families through a network of specially trained volunteer Angels providing in-home and virtual services.

Nankind provides a multidisciplinary team approach to provide the best service possible to our families in a community setting. Our programs are child-life informed and supported by Nankind's experienced team that includes Child Life Specialists and Social Workers. Our cancer-care supportive services help families cope with the stress of a cancer diagnosis, loss, and bereavement in the Greater Toronto area. Utilizing Nankind's 5-step process built on over 30 years of experience and inspired by Child Life gives our families peace of mind that their children will be all right.

The scope of the Volunteer Recruitment, Retention and Engagement Specialist includes the execution of a robust Volunteer program to ensure the organization's ability to deliver its mission and guarantee a consistent flow of qualified, highly vetted volunteers. This position is responsible for managing all the volunteer programs and recruitment cycle that includes: screening, interviewing, placement, training, retention, coaching and recognition of volunteers in all volunteer programs. He/she would be tasked with developing new strategic partners to promote awareness of Nankind.

Job description

- Act as an ambassador for Nankind; organize and participate in community events, fairs and forums annually to promote Nankind's mission -(Virtual or In- person)
- Develop and execute on outreach strategies to develop new volunteer recruitment partnerships that provide a consistent flow of volunteers to the organization
- Establish and implement a system to evaluate volunteer performance
- Recruit, interview, and screen eligible volunteers
- Oversee the training process for new volunteers
- Ensuring compliance with all supporting documents (CPR, Vulnerable Sector Check, etc.)
- Oversee volunteer recognition and retention program
- Contribute to the design and implementation of annual program plans
- Create and implement strategies to sustain program targets of active volunteers per annum
- Develop program performance and quality improvement strategies
- Establish and implement methodologies for effective communication with volunteers and recruitment community stakeholders
- Oversee and maintain accurate data on all volunteers and referral partners
- Provide reports as requested by Director of Operations to track against performance goals
- Co-chair and Execute Volunteer Advisory Board
- Establish and supervise Friends of NAN Clubs
- Manage students and volunteers supporting all aspects of recruitment and retention
- Create and ensure retention strategies to enhance volunteer program
- Collaborate with team members and create content for marketing collateral and social media
- Perform additional tasks that support the mission of Nankind
- Recruit and support all programs and services that require volunteer support including but not limited to the annual event, fun-in-a-box packing, stocking project, administrative support.

Free supportive care for families affected by cancer

Education and Experience

- Completion of Volunteer Management Diploma from a recognized Community College or University and/or over 3 years of related experience is preferred
- Demonstrated ability to engage with stakeholders and relationship builder
- Experience in volunteer leadership
- An analytical mindset with great problem-solving abilities
- Knowledge of the health and human services sector
- Valid driver's license and access to vehicle
- Flexibility to work evenings and weekends, with possible travel within the GTA
- Passion and commitment to support Nankind's mission
- Ability to think outside the box and make a difference
- Proficient knowledge of information management systems and data collection
- Excellent communication skills
- Strong facilitation skills
- Ability to function in a diverse and fast paced environment

Working Conditions

- Driver's License and access to a vehicle is required.
- Travel is required within the G.T.A.

Job Type: Full-time, Permanent – Employees work a Four-day work week to support a healthy work-life balance.

Salary: Commensurate with experience

How to apply: Email sheree@nankind.com with the subject line, "Volunteer Recruitment, Retention and Engagement Specialist Application."