

POSITION DESCRIPTION

POSITION: Volunteer Support Facilitator/Operations Assistant

REPORTS TO: Executive Director

COORDINATES WITH: Manager of Finance and Systems; Manager of Food Logistics; Community Chefs; Facilitator of Community Engagement; Food Skills Educator; Garden Educator; Community Connector

POSITION SUMMARY: To oversee all facets of the volunteer program and support operations administration of the organization as required

HOURS OF WORK: 30 hours a week.

SALARY: \$21.34 per hour + 5% in lieu of benefits

RESPONSIBILITIES:

1. Work with other staff to determine volunteer needs
2. Develop and facilitate a comprehensive volunteer program, using the strengths of the current program as a base.
3. Ensure that all staff and volunteers are trained in processes and procedures related to the volunteer program
4. Develop and implement training for volunteers to help them in their overall role with the organization
5. Manage Airtable platform, in collaboration with the Finance and Systems Manager
6. Work with the Finance and Systems Manager to ensure that the most efficient software platform is being used to manage and track the volunteer program and other programs that are deemed essential to the role, such as tracking tools and evaluations demonstrating community kitchen/dining room output, attendance, and activity
7. Model appropriate, professional behaviour for volunteers and participants
8. Respond to requests for support of operations as required and able
9. Attend all team meetings

REPORTING & COMMUNICATIONS

1. The Volunteer Support Facilitator/Operations Assistant reports directly to the Executive Director or their designate; and to the Manager of Finance and Systems regarding database management
2. Attends all staff meetings and one on one meetings with Executive Director as arranged
3. Submits all internal documents as stated in policies and protocols of the organization

WORKPLACE GUIDELINES AND EXPECTATIONS:

1. Assistance in furthering the mission of LCFC
2. Adherence to all LCFC and CFCC policies
3. Maintenance of confidentiality in regard to all LCFC matters
4. Treatment of all volunteers, staff, clients and community members with dignity and respect at all times
5. Adherence to the maintenance of a scent, perfume, and smoke free environment

NECESSARY AND DESIRED SKILLS:

1. Operational knowledge and experience of Excel and other Microsoft platforms is essential to the role, as is experience working with vulnerable individuals.
2. Operational knowledge and experience with the Airtable platform would be a definite asset.