



SQUAMISH  
**HELPING HANDS**



**UNDER ONE ROOF**  
Wellness. Community. Purpose.

## Job Description

### VOLUNTEER COORDINATOR

#### **BACKGROUND INFORMATION**

Under One Roof is a community hub that aims to build a sense of Wellness, Community, and Purpose for people in Squamish. It's more than just supportive housing, it's a community food hub, a volunteer hub, a wellness hub and a central access point for supports and services.

Located in downtown Squamish at Third and Main Streets. The 44-unit facility is a collaboration between BC Housing, the District of Squamish, and Squamish Helping Hands Society and the Squamish Food Bank. The first floor is truly a place of connection, containing a full commercial kitchen, dining room, and food market. Designed for food rescue and repurposing, the community hub aims to provide more nutritious food to community members while also reducing waste.

Under One Roof helps to meet the need for truly affordable housing in our community. But it is so much more. The vision is based on a Housing First approach which means that substance use and mental illness are not an impediment to receiving housing. We view housing as a human right. The supportive housing model means that we provide 24-hour onsite staffing and programs and services that are based on individual needs, addressing all aspects of wellness. Housing alone is not always enough to help individuals improve their wellness. Our trauma-informed approach seeks to understand how trauma impacts the brain and a person's emotions and coping abilities. Understanding the trauma experienced by those we help means we adapt the ways in which we engage and support healing.

Squamish Helping Hands Society is a registered charity providing food, shelter and support services to individuals and families in the Sea to Sky region who are living with or threatened by homelessness. We believe in being part of a community where everyone matters, and no one should have to make a choice between food and shelter.

We take a collaborative approach to building community solutions that assist our clients in their transition from homelessness to housed. Our team members support our values of respect, dignity, equality, diversity, and mutual contribution.

#### **SUMMARY OF POSITION**

The Volunteer Coordinator reports to the Executive Administrator and works in accordance with the mission, values and philosophy of the Squamish Helping Hands Society.

The Volunteer Coordinator oversees, implements and evaluates the volunteer program, including recruiting, screening, onboarding, and supporting volunteers for the Under One Roof project.



### **Specific Duties & Responsibilities:**

- Recruits, screens, interviews, selects and dismisses volunteers.
- Assesses volunteer's skills and matches them to placement opportunities.
- Orients, onboards and trains volunteers
- Supervises and evaluates program volunteers.
- Oversees and evaluates the volunteer program; reviews policies and procedures and recommends changes to the supervisor. In conjunction with the supervisor, identifies volunteer staffing needs of the organization's programs.
- Monitors, authorizes and allocates expenditures within the operating budget for the year and assists senior management in preparing the budget. Prepares and maintains related documentation.
- Coordinates a reward/recognition program(s) for volunteers and special events for volunteers and clients.
- Consults with community groups and professionals to identify trends and needs of the community. Maintains contact with community groups and volunteer organizations to promote interest, participation in and support for the program. Develops promotional materials.
- Develops and maintains volunteer program statistics and reports. Maintains records of volunteer placements, hours, requests and concerns.
- Communicates with agency staff regarding the volunteer programs. Acts as a liaison between staff, volunteers and clients.
- Performs other related duties as required

### **Qualifications:**

- Diploma in Social Work, community social services or relevant discipline
- Minimum two years previous experience working with volunteers
- Current certification in First Aid/CPR and Food Safe
- The successful candidate will be subject to a Criminal Record Check
- Willing to work a flexible schedule in order to best meet the needs of volunteers and the programs

### **Skills and Abilities**

- Demonstrated ability to work independently and within a team environment.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Demonstrated experience working with disadvantaged adults who are experiencing homelessness, addiction, mental health or other barriers to independence
- Ability to build relationships within the community that will facilitate a continuum of care that is client-centred and that mobilizes resources to support agency programming.
- Demonstrated ability to be open-minded and non-judgmental.
- Strong working knowledge of common computer programs
- Strong understanding of issues facing people with barriers and related knowledge of relevant services and programs available both locally and provincially.
- Demonstrated ability to take direction from others.
- Demonstrated ability to understand and maintain appropriate workplace boundaries.



**JOB CLASSIFICATION:**

Volunteer Coordinator

**Grid Level:**

12

*This is a bargaining unit position whose incumbent will be a member of the BCGEU.*