



POSITION TITLE: Volunteer Coordinator (Part-time)

About the organization:

HPIC is a charity dedicated to increasing access to medicine and improving health in the world's most vulnerable communities. The organization has offices in Montréal and Oakville. Reporting to the Director of Philanthropy & Communications, the Volunteer Coordinator recruits, supervises, and directs the activities of volunteers who visit the Oakville Distribution Centre. This position plays a key role in articulating the vision and mission of the organization and the difference that community and corporate volunteers can make for HPIC's humanitarian mission.

Main duties and responsibilities:

Inquiries, Recruitment, Registration:

- Address volunteer inquiries, provide support for bookings, and ensure that groups are booked and provided with appropriate information as prep for their visit

Orientation and On-Site Management:

- Work with Operations Team to ensure that medicines are ready for packing, and that packing area is presentable for visitors
- In consultation with Director of Philanthropy & Communications, develop orientation process and materials and make recommendations for program improvement
- Lead execution and management of volunteers on-site
- Supervise volunteers on-site and ensure that volunteers leave with sense of pride and accomplishment
- Provide tours to volunteer groups as instructed
- Build on on-site experience with special activities and video footage
- Support special events and handle other duties as assigned

Recognition:

- Recognize volunteers on-site by providing certificates
- Send updates on new opportunities and announce volunteer milestones
- Assists with annual recognition event during National Volunteer Week

Workplace Safety and Risk:

- Ensure that documentation for volunteers is completed prior to their visit
- Ensure that volunteers are aware of security procedures and protocols, including fire drill and first aid

After Visits:

- Compile appropriate documentation and information on donors (including code of conduct, photo release forms, and volunteer contact info) and enter information in HPIC database
- Keep volunteer list up to date (individually and in group settings)
- Capture on-site photos and share relevant assets and information with Communications Department for public recognition

Job requirements and qualifications

- At least two (2) years' experience in healthcare/not-for-profit sector or working with volunteer groups preferred
- Track record of success in interviewing, assessing, training, and developing (prospective) team members and fostering team spirit
- Experience working with Central Relationship Database
- Strong knowledge of MS Office and fully comfortable with virtual meeting technology
- Excellent English written and verbal communication skills
- Solid organizational, planning, and problem-solving skills
- Strong data collection and analytical skills
- Strong interpersonal skills and ability to work effectively with range of stakeholders (e.g., staff, volunteers, donors, neighbours, community groups)
- Passion and support for community service and desire to contribute to positive, caring, and supportive environment
- Commitment to HPIC policies and Code of Conduct.

To apply for this role, please send your cover letter, resume, and salary expectations to dgomez@hpicanada.ca. This opportunity will remain open until filled.

This is a part-time position of 3 days per week that requires physical presence at our Oakville Distribution Centre, which is located at 2907 Portland Drive.

NOTE: Occasionally, availability on evenings and weekends would be required for select opportunities and events.

For more information on HPIC and its mission, we encourage you to visit hpicanada.ca