



Title: Volunteer Coordinator

Job Type: Contract

Duration: 37.5 hrs/wk over 15 weeks

Compensation: \$20/hour

Start Date: June 17, 2024 - September 27, 2024

Application Deadline: May 20, 2024

Location: Home-based with weekly/biweekly meetings in the Hamilton/Burlington area.

Organizational Background

Telling Tales is a Canadian not-for-profit organization with a mission to deliver outstanding literary programming for children and youth that raises awareness of the importance of literacy in our communities. Our annual programming brings together a diverse range of Canadian authors, illustrators, musicians, and storytellers with their audiences—to engage even the most reluctant reader. Join us as we build a community of readers, writers, and storytellers!

Job Description

Reporting to the Executive Director and Operations Manager, the Telling Tales Volunteer Coordinator will play a key role by providing support to the Telling Tales team in areas of volunteer and coordination while also providing administrative support to the organization. During the spring and summer, the Volunteer Coordinator will be a key liaison with volunteers. The Volunteer Coordinator will focus on strengthening ties to the local community, broadening the diversity of our growing volunteer base, and encouraging participation in the cultural activities produced by Telling Tales. The Volunteer Coordinator will act as the key liaison for all volunteers and be required to be present for all spring/summer programming and in the lead up to and during the flagship Telling Tales Festival.

VOLUNTEER COORDINATION

- Lead outreach efforts focusing on reaching volunteers working with disabilities, young people/students, new Canadians, senior citizens, citizens developing their English language skills, and those who face other socio-economic barriers to accessing cultural activities
- Conduct outreach, recruitment, training, and deployment of the volunteer team with onboarding by Operations Manager
- Follow procedures for screening, volunteer agreement, and job descriptions and keep resources updated and circulated before the annual festival
- Plan and oversee volunteer safety and well-being; identify and implement individual accessibility accommodations as needed
- Play a key supporting role in the smooth execution of the 2-day Festival and all events, both live and digital where volunteers are present
- Build and manage the Salesforce database and website components that relate to volunteer roles
- Organize the Volunteer Appreciation event
- Complete and lead volunteers in the festival's health and safety procedures training and AODA customer service standards training
- Help to maintain and strengthen the organization's existing ties with key community partners
- Accurately monitor and record progress, including wrap-up reports post-Festival

Job Requirements

- Proficiency with Google Suite, Adobe, Salesforce (or comparable CRM)
- 1-2 years related experience providing program and/or administrative support to management
- Experience with the following an asset:
 - Writing/copyediting (grants, correspondence, etc).
 - Preparing presentations for various levels of audiences
 - Previous work or volunteer experience in an event-based environment

Skills & Qualifications

- Hardworking, organized, and motivated individual with a passion for community outreach and volunteerism
- Experience working with and recruiting volunteers
- Interest and/or experience in arts administration and management
- Leadership skills and the ability to self-direct as well as work well with supervisors and peers
- Excellent oral and written communication skills
- Ability to problem-solve under pressure while maintaining a friendly demeanour
- Ability to work from home as part of a small team as well as navigate large scale events
- Must have transportation and be willing to work at events and meetings on weekends and evenings as needed
- Working knowledge of the Occupational Health and Safety Act
- Valid first aid certification is an asset

About Canada Summer Jobs

Please note that, in accordance with Canada Summer Jobs eligibility requirements, applicants must:

- be between 15 and 30 years of age at the start of the employment;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act* for the duration of the employment; and,
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations

Please send your cover letter and resume to heather@tellingtales.org with the name of the position you are applying to in the subject line.

Telling Tales is an equal opportunity employer. At Telling Tales we encourage applications from all qualified persons including women, persons with disabilities, applicants who identify as members of the BIPOC communities, and persons across the spectrum of sexual orientation and gender identities.