



## Ottawa Humane Society Job Description

<b>Job Title:</b>	Manager: Volunteers
<b>Reports to:</b>	Director: Central Services

### JOB PURPOSE

The Manager: Volunteers is responsible for developing and managing the volunteer program at the Ottawa Humane Society (OHS)

### DUTIES AND RESPONSIBILITIES

- Manage and coordinate all aspects of the OHS Volunteer Program
- Develop, implement, monitor, and evaluate OHS volunteer programs and services
- Work with OHS staff to identify and evaluate the need for volunteer or student support for OHS programs and services
- Oversee recruitment and selection of volunteer and student placements
- Develop and coordinate training and orientation to OHS volunteers and students
- Coordinate and schedule volunteers to participate in OHS programs and activities
- Develop and coordinate volunteer recognition, retention and motivation programs and activities
- Solicit appropriate feedback on the performance of OHS volunteers and the success of volunteer programs
- Develop and maintain external community partnerships with a variety of stakeholders, including volunteer placement agencies
- Prepare and deliver written and verbal presentations
- Develop, implement, evaluate and ensure adherence to standard operating procedures within assigned functional areas
- Develop, manage, and ensure adherence to volunteer program budgets
- Provide advice and assistance to other managers, directors, President and CEO, and OHS Board and committees as required
- Manage and coordinate department resources
- Be thoroughly familiar with and ensure adherence to pertinent legislation, regulations, contracts, guidelines, OHS mission, policies, procedures, plans and collective agreement
- Maintain a comprehensive knowledge of best practices and trends in volunteer management
- Produce and maintain accurate reports, records, and files
- Participate in supervision, evaluation, training, and other meetings as required
- Lead and manage volunteer department staff including orientation, training, performance management, and daily supervision
- Hire, fire and discipline staff in consultation with the Director: Central Services

- Be familiar with and ensure compliance with all health and safety policies and procedures
- Participate in the identification and evaluation of OHS program goals and objectives
- Ongoing participation in professional development opportunities
- Participate in public relations and promotional activities as required
- May be required to assume some of the responsibilities of the Director: Central Services in their absence

#### QUALIFICATIONS


- Post-secondary school degree or diploma in a related field – business, human resources, or volunteer management preferred
- Minimum of two years' experience in volunteer management
- Minimum of three years' management experience
- Experienced with database management, preferably Raiser's Edge
- Proficiency in Microsoft Office Suite
- Advanced verbal and written skills in English are required
- Bilingualism (English/French) is preferred

#### WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee will be required to work occasional evening, holiday and weekend shifts
- Employee will be required to be available to respond to after-hours emergencies
- Employment is conditional upon maintaining confidentiality of OHS information
- Employment is conditional upon the ability to work around all species of animals safely

#### DIRECT REPORTS

- Customer Service Representative: Volunteers

<b>Approved by:</b>	
<b>Date approved:</b>	July 2021
<b>Last reviewed:</b>	