



## Volunteer and Communications Manager - Job Description

**Reports to:** Executive Director

**Working Conditions:** Full-time Salaried, Monday-Friday with frequent evening and weekend work. This position will be predominately on site with the opportunity for occasional work from home.

**Location:** 11226 88 Avenue, Fort Saskatchewan, AB T8L 3W5

**Remuneration:** \$50,000-\$55,000

### Position Summary

As a key member of the Fort Saskatchewan Nourishment Centre (FSNC, the 'Society') leadership team, the Volunteer and Communications Manager is responsible for fostering strong volunteer relationships and ensuring the Society has the support needed to achieve its vision and mission. This position reports to the Executive Director and is responsible for all aspects of volunteer recruitment, selection, engagement and retention. The successful candidate's team-building skills will create an environment where all volunteers feel respected, supported, involved, and appreciated. Additionally, the Volunteer Manager applies Society policy, manages and supports all volunteer functions and maintains meticulous volunteer records.

### Key Responsibilities

#### **Volunteer Management**

- Provide guidance, training and support to all volunteers, according to FSNC policies and procedures.
- Effectively communicate and model FSNC's vision, mission and values, as well as Food Banks Canada Ethical Food Banking Code to all volunteers.
- Oversee group volunteers (including youth, corporate and community groups).
- Utilize volunteer database to maintain accurate and appropriate volunteer records, detailing and tracking relevant data.
- Work with Management to develop and maintain the-volunteer onboarding process and volunteer manual.
- Collaborate with the Executive Director for the production and distribution of the monthly volunteer update/news communication.
- Coordinate volunteer appreciation events to improve volunteer morale while working within a committee.
- Support Lead Volunteers, Board led committees and teams as needed.
- Provide updates as required to support Executive Director in keeping Board of Directors informed.

- Abide by and promote Society policies with all volunteers.

### **Marketing & Communications Management**

- Assist in organizing and developing marketing campaigns.
- Create content and help maintain our social media accounts and website.

### **Community and Partner Engagement**

- Provide excellent customer service to clients, donors and community members.
- Provide tours for community groups as requested.

### **Knowledge, Skills, and Abilities**

- Must possess a working knowledge of computer hardware and software programs
- Flexibility in work schedule: must be available weekdays (including occasional evenings) and frequent weekends
- Strong belief in The Fort Saskatchewan Food Gatherers Society (TFSFGS) mission, vision, and values.
- Adherence to Food Banks Canada Code of Ethics.
- Compliance with and commitment to all OH&S legislation, Society policy and TFSFGS Occupational Health & Safety Manual
- Compliance with and commitment to the TFSFGS Volunteer Management Policies and Manual.
- Possess a safety-first mentality, set a positive example, enforce safety requirements, mentor and increase awareness for all volunteers and staff
- Contribute to building a positive culture
- Possess strong organization skills and the ability to multi-task
- Exhibit strong, effective and supportive communication skills
- Ability to interact with diverse groups of people
- Possess excellent interpersonal skills
- Delegate tasks and provide clear direction to volunteers
- Volunteer experience in a nonprofit organization showing a strong personal commitment to volunteerism.

### **Experience, Education & Qualifications**

- Minimum of two (2) years managing volunteer programs.
- Post-Secondary Degree/Diploma in volunteer program administration, human resources management or related field.
- Previous experience with 'Volunteer Impact' or similar volunteer management software is an asset.
- Candidates must have:
  - A Clean Criminal & Vulnerable Sector Record Check
  - Access to a reliable vehicle

- Ideal candidates will have:
  - Experience working in a food-related environment
  - Current Standard First Aid & CPR
  - Alberta Health Services Approved Safe Food Handling Certification

This job description is provided to capture the primary components of this role. It is not meant to be an exhaustive list. An individual may be required to perform other tasks which may not be listed but are consistent with the general intent of this role.

From time to time, The Fort Saskatchewan Nourishment Centre may make changes to this job description. Reasons for such changes include, but are not limited to, changes in business processes and practices, technology changes, legal requirements, network feedback, or changes to organization structure and reporting relationships.

### **Application Information**

If this opportunity appeals to you, please apply with your **cover letter and resume** by emailing [jobs@fsnc.ca](mailto:jobs@fsnc.ca). If you feel that you don't meet all the listed requirements perfectly but believe your experience and skills align well with the needs of this role, we encourage you to apply and outline in your cover letter why you feel you would be a great fit for this position.

This posting will remain open until end of day on **March 20, 2025**. We thank all those who apply but only those applicants who are selected for an interview will be contacted.

*The Fort Saskatchewan Food Gatherers Society provides equal employment opportunities to all employees and applicants for employment without regard to ancestry, race, colour, creed, religion, sex (including pregnancy), sexual orientation, nationality or national origin, ethnic origin, first language, age, gender, gender identity and/or expression, physical or mental disability, marital status, family status, political belief, source of income or social condition. We provide employment accommodation in accordance with provincial legislation.*