

Senior Manager, Volunteer Resources

Job Title:	Senior Manager, Volunteer Resources
Reports to:	VP, Resource Development
Department:	Volunteer Resources
Terms of Employment:	Full-Time, Permanent. Hybrid
Salary:	\$70,000 - \$80,000 annually
Location:	Habitat GTA (155 Bermondsey Road, Toronto ON M4A 1X9)

Who We Are

Habitat for Humanity GTA is greater Toronto's most recognized provider and advocate of solutions that tackle our region's housing crisis. Our mission is to create a world where everyone has a safe, quality place to live. We focus on creative solutions to address the affordable housing crisis in Toronto, Brampton, Caledon, York Region and Durham Region. With the help of volunteers, donors and community partners, we unlock change for generations by bringing the benefits of home ownership to more people and communities. Since 1988, Habitat GTA has built 23 new communities, empowering more than 500 families. Along the way, we provide unparalleled opportunities for community volunteers to give back, build skills, expand their networks and build lifelong friendships.

Why Join Us?

- An opportunity to mobilize volunteers in support of one of the greatest issues facing our communities: the need for affordable housing
- Habitat for Humanity days and personal days
- Paid vacation and sick days
- Flexible work hours
- Generous Employee Assistance Plan (EAP)
- Corporate gym membership
- RRSP matching eligibility
- Volunteer opportunities to support our Habitat for Humanity Builds
- Growth and development opportunities
- The pride of being part of a highly respected, high profile global charity

Job Purpose

Reporting to the VP, Resource Development, the Senior Manager, Volunteer Resources will lead all aspects of the volunteer experience at Habitat GTA – whether in one of our eight ReStores, in our central distribution warehouse, on our build sites, working remotely, or in our office. Overseeing the department with two direct reports, the Senior Manager will work collaboratively with internal stakeholders and be directly responsible for achieving volunteer targets through robust outreach and retention strategies. This role will be pivotal in shaping and managing the entire volunteer journey, from initial engagement to ongoing involvement and recognition. Additionally, the Senior Manager will implement systems to track volunteer contributions and feedback, continuously improving the volunteer experience and optimizing the contribution of volunteers to the mission of the organization.

Job Duties

Strategy, Planning and Reporting

- Collaborate with internal teams to identify volunteer needs and opportunities and ensure volunteer programs align and adapt to the organization's strategic goals and business needs.
- Develop and manage the annual Volunteer Resources budget and review it on a monthly basis to remain within budget.
- Assist in the preparation of regular reports on volunteer metrics and program outcomes for senior leadership. Develop and share weekly, monthly, quarterly, and annual recruitment plans and outreach results reports as determined.
- Support the team to ensure accurate records of volunteer activities and contributions, utilizing data to inform program improvements. Utilize the Raiser's Edge database program and VHub for analysis, volunteer tracking, program development, and reporting.
- Participate in annual business planning, quarterly reviews, and other senior team meetings as appropriate.

Team Leadership

- Lead, coach, develop and empower a high-performing volunteer services team
- Model and foster a positive and inclusive work environment
- Collaborate with the Director of Health & Safety and the volunteer team in ensuring the safety of volunteers throughout the workplace.
- Liaise with departmental leaders, human resources, and others to resolve issues and concerns that may arise for volunteers and internal teams.

- Represent Habitat for Humanity GTA as a Brand Ambassador internally and externally by modeling our values and guiding principles

Program Delivery

- Develop and implement effective recruitment strategies to attract a diverse pool of volunteers.
- Lead the team in researching, identify, and cultivate relationships with schools, community groups and organizations to expand the volunteer pool.
- Develop strong relationships within the community to foster a positive image and make the organization the volunteer organization of choice. Partner with stakeholders and provide relevant resources and training to optimize the on-site volunteer experience.
- Utilize current networks and attend networking events to ensure a healthy pipeline of volunteers. Seek new and creative ways to engage with volunteers on social media and work with Marketing to develop an innovative and robust volunteer campaign
- Monitor and evaluate volunteer performance, providing feedback and recognition to ensure a rewarding volunteer experience.
- Lead the creation and delivery of new and innovative approaches to increase awareness of the organization in the community.
- Support the team in planning and executing volunteer appreciation events and other activities to recognize and celebrate volunteer contributions.
- Review, update, and maintain policies and guidelines pertaining to Volunteer Resources alongside the team.

Summary of Skills & Qualifications

- Certificate in Volunteer Management, Non-Profit Management is nice to have.
- College Diploma or equivalency.
- Minimum of five (5) years of experience in volunteer program management or a similar role.
- Minimum of two (2) years of experience with managing direct reports.
- Strong leadership and interpersonal skills, with the ability to motivate and inspire staff and volunteers.
- Excellent organizational and project management abilities.
- Proficiency in volunteer management software and data analysis.
- Commitment to the mission and values of the organization.

Your Application

If you are ready to make a change in your local community and become a part of our team at Habitat for Humanity GTA, click on the Apply button within this posting or click on our Careers Page to find more: <https://habitatgta.ca/careers/>

Your Future at Habitat for Humanity GTA Awaits.

Applicants must be eligible to work in Canada throughout the duration of their employment with Habitat for Humanity GTA. Proof of eligibility will be required.

Habitat for Humanity GTA is committed to creating a diverse environment and is proud to be an equal opportunity employer.

Don't meet every single requirement? Women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Habitat, we are dedicated to building a diverse, inclusive and authentic workplace. So, if you're excited about this role, but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

Habitat for Humanity GTA is committed to ensuring a barrier-free, accessible and inclusive work environment. We welcome and encourage applications from people with disabilities. Upon individual request, we will endeavor to remove barriers to the hiring process to accommodate candidates with disabilities, providing the applicant has met the bonafide requirements of the employment position. Please inform us should accommodation be required at any point during the recruitment and selection process.

As part of our selection process, the successful candidate must complete a police background check.

We thank all applicants for their interest in Habitat for Humanity GTA, however only those selected for an interview will be contacted.