



Immigrant and Refugee
Community Organization of Manitoba

IRCOM House Ellen
95 Ellen Street
Winnipeg, MB R3A 1S8

P: 204.943.8765
F: 204.943.4810

IRCOM House Isabel
215 Isabel Street
Winnipeg, MB R3A 1R5

www.ircom.ca
info@ircom.ca

VOLUNTEER AND COMMUNITY SERVICES PROGRAM COORDINATOR **Permanent, Full-time Position**

WHAT IRCOM OFFERS:

- A warm, fun and supportive work community
- An incredibly diverse workplace that is committed to staff wellness and inclusion
- A staff team that is passionate and committed in supporting settlement of newcomer families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization with a comprehensive benefits package
- A place where you can make a difference and feel the rewards of your work on a daily basis

CANDIDATE PROFILE: The Volunteer and Community Services Program (VCSP) Coordinator:

- Is a talented communicator, and relationship builder
- Is experienced in working with volunteers, community members, and individuals who seek to meaningfully engage with new Canadians.
- Is a 'people person' who is creative, efficient ~~and~~ resourceful, and outspoken
- Has strong interpersonal, organizational and administrative skills,
- Works effectively with a culturally diverse group of people.
- Exhibits and upholds IRCOM's core values of integration, diversity, advocacy and empowerment
- Works in ways that are people-centered, holistic and partnership based.
- Regularly available during weekdays, evenings, and weekends, as needed.

POSITION PURPOSE AND SUMMARY: Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc. (IRCOM), the **VCSP Coordinator** leads and coordinates volunteer and community engagement initiatives. Working with volunteers and practicum students, this role assesses and responds to the volunteer support needs of IRCOM programs and the community at large. Primary responsibilities include:

- Recruiting, managing, engaging and retaining volunteers
- Developing, delivering, and evaluating volunteer and community outreach programs,
- Managing records, preparing reports, and
- Providing team and interdepartmental support

With the supervision and support of the Language, Child Care and Community Programs Manager, this role works in cooperation with all IRCOM staff ensuring all programs have access to volunteer supports.

DUTIES AND RESPONSIBILITIES:

Volunteer Recruitment and Management (50%)

- Independently recruit volunteers through various channels: databases, e-mail, social media, web, networking, Volunteer Manitoba, recruitment fairs and events and current community members
- Develop and conduct effective volunteer recruitment, engagement, retention and appreciation initiatives/strategies, maximizing newcomer participation as volunteers
- Build connections with local high schools, universities and colleges to recruit practicum or cooperative students to undertake specific projects and/or regular volunteering work
- Screen, interview and select new volunteers
- Orient, train and schedule volunteers according to individual, program and organization needs
- Develop and adapt training material according to volunteer and program needs

- Organize, conduct and evaluate relevant volunteer and community training opportunities
- Implement and adapt various systems for ongoing monitoring and evaluation of volunteers (through check-ins, reviews, surveys, etc.)
- Identify, create and promote broadly accessible volunteer opportunities, position descriptions, and schedules
- Create innovative volunteer related programming and initiatives/partnerships that will aid in the successful integration of newcomers
- Provide oversight and work closely with After School Program and other programs to host and supervise volunteers and practicum students
- Communicate frequently with volunteers to ensure they are well-placed and needs are addressed
- Respond to external and internal inquiries about the volunteer program in a timely manner

Community Program Development and Delivery (25%)

- Lead the design, development, delivery and evaluation of community services programs and events as requested.
- Assist program staff with problem solving and conflict resolution involving volunteers

Records Management and Reporting (15%)

- Track and enter program related data into program specific database as required
- Collect, store and manage volunteer physical and electronic records,
- Ensuring volunteer files are complete, secure and up to date
- Update and maintain volunteer management software (Better Impact) and assist in making it accessible and well utilized
- Manage program budget and ensure financial accountability
- Compose program summary of activities for public information
- Prepare and submit monthly, quarterly and end of project narrative and statistical reports

Team and Interdepartmental Support (10%)

- Maintain open communication with IRCOM staff, community members, volunteers and program participants. (Schedule updates, check ins, reviews, feedback, follow up, problem solving, suggestions, community events)
- Supervise, coordinate, and support volunteers in collaboration with IRCOM staff
- Attend IRCOM staff meetings, team meetings and other project related meetings as requested
- Complete program related training and other tasks as required
- Collaborate with other IRCOM programs and take part in joint projects
- Follow IRCOM policies and procedures
- Other duties as required

REQUIRED QUALIFICATIONS:

- Post Secondary education in volunteer or recreation management, administration, human resources, social sciences or related fields
- Solid understanding of community engagement principles and promising practices
- Recent Criminal Record Check and Clear Child Abuse Registry Check upon hire
- Demonstrated commitment to continuous learning and proven ability to achieve high levels of performance
- 2 years' experience recruiting, training, and managing volunteers, preferably in a not-for-profit environment
- Previous experience developing, coordinating, leading and evaluating community engagement projects and programs
- Experiences that demonstrate the qualities and values IRCOM seeks for all our staff (see <https://www.ircom.ca/about-us/work-here/>)
- Demonstrated proficiency with information technology, including MS Office and volunteer management software
- Proven ability to set priorities, manage budgets, solve problems, and meet deadlines under pressure

- Excellent communication (oral and written), and presentation skills
- Outstanding analytical, organizational and planning abilities
- Proven ability to foster trust, maintain and build networks and strategic partnerships across many cultures and relationships
- Demonstrated ability to manage and transform conflict

DESIRED QUALIFICATIONS

- Experience using Better Impact volunteer management software
- Lived newcomer experience, and/or an understanding of the refugee/immigration process
- Community event planning experience

WORK LOCATION AND SCHEDULE: The VCSP Coordinator will be based in the 95 Ellen site but will be required to support programs at all IRCOM program sites as needed. This is a full-time, permanent in-person position of 37.5 hours per week. Work hours will be flexible based on program needs, and will usually consist of 9 am to 5 pm (Mondays and Wednesdays) and 1 to 9 pm (Tuesdays, Thursdays and Fridays).

WAGE: \$24.63/hour

This is a scheduled position with wage in accordance with the Collective Agreement between the Immigrant and Refugee Community Organization of Manitoba Inc. and the United Food and Commercial Workers Local 832.

BENEFITS:

- Professional development opportunities
- Collaborative, family-friendly and supportive working environment
- Group Insurance (Dental, extended health, life, AD&D, LTD)
- Paid sick and discretionary time
- Employer paid RRSP contributions

APPLICATION PROCESS: All applicants must be legally entitled to work in Canada.

IRCOM seeks to reflect the communities it serves. We are committed to providing an inclusive, accessible, respectful workplace that strives for employment equity. Interested applicants can identify themselves as belonging to any under-represented groups including women, Indigenous peoples, racialized peoples, and/or persons with a disability.

To apply please send a cover letter and résumé to the following, and please indicate clearly how you meet the qualifications.

Review of applications will begin on **Wednesday, July 9, 2025
and continue until the position has been filled.**

HR - Selection Committee: ligiam@ircom.ca

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If you require accommodation at any stage of the hiring process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs (ligiam@ircom.ca).