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INTERNAL & EXTERNAL POSTING

VOLUNTEER MATCHING SPECIALIST FULL-TIME, PERMANENT*

Competition No. 2019.03.05

SUMMARY OF QUALIFICATIONS REQUIRED

This is a **full-time, *permanent** position with 35 hours per week subject to sufficient funding for the position. The **Volunteer Matching Specialist** will oversee and participate in all aspects of the Volunteer Matching Program, including program planning, marketing, research and development, implementation and delivery, monitoring and evaluation, as well as internal and external reporting. The Volunteer Matching Specialist will liaise with other MIIC Service Areas to ensure the effective delivery of services to the clients.

KEY RESPONSIBILITIES

Program Coordination

- Oversee and participate in all aspects of the Volunteer Matching Program, including program planning, marketing, research and development, implementation and delivery, monitoring and evaluation, as well as internal and external reporting
- Conduct research on relevant funding opportunities and working with the Director of Fund Development and Communication to develop funding proposals and marketing materials relevant to the Volunteer Matching Program
- Oversee and facilitate matches between Volunteers and newcomer families
- Organize events to bring the groups together
- Interview prospective volunteer families to determine suitability
- Recruit volunteer families through the promotion of program values
- Perform required background checks on volunteer families
- Interview refugee clients and conduct intake and needs assessments and provide relevant matching services to refugees/newcomers
- Develop, organize and facilitate workshops and support groups for refugee clients in response to their needs
- Develop, organize and facilitate workshops and support groups for volunteer families to exchange ideas, perspectives, challenges, etc.
- Engage in effective networking and partnership building with local service providers
- Conduct community outreach and foster partnerships with mainstream agencies, community service providers, community groups, religious organizations, ethno-cultural organizations to promote agency services and facilitate community collaboration

- Provide advice to volunteers and refugee clients regarding each other's culture and other issues that may arise
- Attend interagency/networking meetings as required
- Maintain accurate, updated records in client database including program outputs, outcomes and other data pertaining to funding and management requirements
- Work with youth clients as needed to offer support in action planning, long term goal setting, cultural adjustment, resource identification and referrals as needed
- Oversee, coordinate and facilitate social events with volunteer families
- Oversee, coordinate and facilitate monthly program workshops
- Develop and implement effective program evaluation encompassing staff, volunteers and delivery partners
- Develop and implement effective recruitment strategy
- Develop and implement regular client and volunteer follow-up strategies
- Coordinate and facilitate annual appreciation event for volunteer families

Program Administration

- Maintain client and volunteer confidentiality at all times
- Maintain client files and compile statistics as required
- Prepare and submit reports as required
- Ensure regular evaluation and adjustment of services as needed
- Train practicum students and volunteers
- Participate in committees and staff meetings
- Assist with funding applications and interim and final reports
- In conjunction with the Volunteer Services Department, assist with the recruitment of volunteers
- Conduct in the interview and hiring recommendation process for volunteers
- Develop and deliver in the orientation sessions for new volunteers

Resource Person

- To serve as a resource person for:
 - Volunteer Services
 - The community at large
 - Government and non-government agencies
 - Media
- All MIIC personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

QUALIFICATIONS

Essential

- Must be energetic and a strong community engagement advocate
- Willing to work in the community as required
- Available to work after hours and/or on weekends as needed
- Strong public speaking skills
- Excellent interpersonal, communication and organizational skills
- Supervisory, coaching and leadership experience
- Have passion, experience, knowledge and skills in working with refugee families
- Knowledge of the refugee experience
- Experience in the areas of case management, counselling, community outreach, program planning and project management
- Excellent knowledge of community resources for refugees/newcomers
- Strong assessment and problem-solving skills, especially when working with staff and delivery partners
- Thorough knowledge of local social services system, complementary resources and strong connection with the community
- Sensitivity to issues of immigration and knowledge of adjustment and transitional issues specific to newcomers
- Understanding of, respect for, and sensitivity to issues of culture, religion, gender, ethnicity, and sexual orientation
- Commitment to promoting diversity in our community
- Ability to work effectively, both independently and in a team, and with other professionals in the community
- Demonstrated advanced level Microsoft Office (Word and Excel), Outlook and computer navigational expertise
- Strong cross-cultural communication skills
- Knowledge of current legislation and policies affecting refugees and immigrants
- Experience in planning, delivering and facilitating workshops and/or support groups
- Astute research, marketing and project management skills
- Strong command of the English language
- Excellence in verbal and written English
- Strong report and proposal writing skills
- Child Abuse Registry and Criminal Record Check for Vulnerable Sector
- First Aid Certificate
- A valid Manitoba Driver's license and satisfactory Driver's Abstract
- Access to a reliable vehicle

Assets:

- University degree (Social Services, Social Work or related degree)
 - Two years' experience in program management, especially among newcomers
 - Second language an asset
 - Experience in not-for-profit organizations
 - Background in program design, delivery and evaluation
 - Time and or Project Management training
 - Familiar with government funding and regulations in Family Services, Justice and Education Departments
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EDUCATION/EXPERIENCE

Minimum educational requirements:

- Post-secondary education in human services field and three years related work experience
 - The WRHA Interpretation Training or Community Interpretation training is a strong asset.
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COMPENSATION

As per Union Contract, Classification II.

TO APPLY

Please submit your resume and cover letter **which clearly states how you meet the criteria for this position** and the **Competition Number** (noted at the top of the posting), in confidence to:

Human Resources
Manitoba Interfaith Immigration Council Inc.
Email: careers@miic.ca

Deadline: Tuesday, March 19, 2019, 4:00 PM