

Matthew House Refugee Welcome Centre  
*A Program of Windsor Baptist Refugee Ministries*

**Job title:** *Volunteer and Administration Coordinator*  
**Reports to:** *Executive Director*  
**Status:** Permanent Full-Time  
**Hours and Rate:** 35 hours per week, rate of pay to be negotiated

### **Position Summary:**

Matthew House Refugee Welcome Centre's *Volunteer and Administration Coordinator* will provide leadership to all aspects of the agency's volunteer program and office administration.

**Key responsibilities:** Volunteers, Office Administration, IT, Team Support

### **Duties and Responsibilities**

#### **Volunteers**

- Develop volunteer job descriptions.
- Promote opportunities to volunteer with Matthew House and recruit qualified candidates.
- Interview, screen, and on-board volunteers.
- Host training sessions, information sessions, and volunteer appreciation events.
- Respond to volunteer inquiries via phone, email, and web.
- Schedule volunteers as needed and as requested by staff team.
- Ensure volunteers are engaged and feel valued.
- Evaluate and provide feedback to volunteers on their involvement.
- Supervise volunteers during tasks as required.
- Mediate any concerns with or between volunteers and report to ED.
- Host annual volunteer appreciation initiative.
- Maintain volunteer database and volunteer statistics.

#### **Administration**

- Oversee coverage of reception desk.
- Assist ED with on-boarding and training of new staff.
- Schedule and compile agenda for meetings as requested.
- Oversee mail receiving and distribution.
- Assist ED in crafting and updating policy and procedure documents.
- Order office supplies and other items as requested by the ED.
- Research purchasing options for items as requested by the ED
- Manage the scheduling of office spaces.
- Serve as secondary approval for budgeted spending by staff.
- Compile statistics and prepare reports as requested by the ED.

#### **Information Systems**

- Maintain inventory of agency owned technology.
- Assist staff and residents with use of technology.
- Assist staff with use of database.
- Create and manage staff IT accounts.
- Reset and configure computers for staff use.
- Troubleshoot issues with technology.
- Schedule third-party tech support as directed by ED.

## Team Support

- Provide initial guidance and direction to clients arriving at MH front desk.
- Assist staff team with major event planning.
- Provide administrative support to the ED.

Due to the nature of our work, Matthew House emphasizes team work and the Volunteer Coordinator may be required to assist other staff, volunteers, and donors from time to time, and as their own workload permits.

Other duties and special projects may be periodically assigned by Executive Director.

## Preferred Qualifications

- Post-secondary degree in Business, Administration, Human or Social Sciences or a combination of education and work experience in the volunteer sector.
- Ability to speak a second language (preference for Arabic or French).
- Experience working cross culturally and comfortable with diverse languages.
- Strong technology skills.
- Excellent communication skills.
- Self-directed and able to take initiative on projects.
- Ability to work in a fast paced, team environment.
- If you really want to impress us, incorporate the word HOPE in the opening line of your cover letter and be sure to email as instructed.
- As condition of employment, must:
  - Provide a Vulnerable Sector Police Clearance
  - Complete an Oath of Confidentiality

## Direct reports

- Volunteers and students as assigned

<b>Approved by:</b>	<i>MM</i>
<b>Date approved:</b>	<i>2024-04-22</i>
<b>Reviewed:</b>	