



BROWN BAGGING FOR
Calgary's Kids

Competency-Based Job Description

Job Title: Volunteer Connector

Department: Feeding Kids

Reports To: Director of Operations

Date Completed:

Overview

Brown Bagging for Calgary's Kids has increased the number of hungry kids fed daily through its programs by almost 70% since 2015. To accomplish this increased impact, BB4CK has broadened its program delivery through community partnerships and a focus on encouraging and supporting people in Calgary to act in meaningful ways to feed kids. Today, BB4CK continues to grow and transition in order to achieve our goal of no hungry kids. This is an exciting and challenging time in our organizational life, as we continue to meet the growing need in our community, while also focusing our efforts on strengthening our systems and processes to support our growing organization.

Our vision: Communities that make sure all kids are fed.

Our mission: Connect and inspire people to take meaningful action to feed and care for kids.

Job Purpose: The Volunteer Connector is accountable for the delivery of volunteer related activities including developing an engagement strategy, developing roles, recruitment, selection, training, orientation, scheduling and leadership of a group of volunteers engaged in program activities.

Key Responsibilities/Accountabilities:

Whole Organization:

- Be responsible for own health and wellness, personally and professionally, and take ownership to ensure you are able to perform this role as needed
- Contribute wholeheartedly to BB4CK's vision and mission
- Working effectively on tasks assigned within the context of BB4CK values and culture

This Role:

- Lead the creation, implementation and evaluation of strategy for volunteer engagement
- Identify and design volunteer roles
- Recruit, screen and train volunteers
- Lead appreciation for volunteers, and evaluate volunteers and their roles
- Manage the policies and procedures around volunteer recruitment, engagement and recognition across the organization
- Manage the scheduling, coordinating and communicating with volunteer groups for the kitchen
- Strong focus on relationship development and giving people opportunities to connect to the impact they have

*** The list of tasks and responsibilities is not exhaustive, and the organization reserves the right to make changes to the job description in the future. Job requirement includes other duties as assigned.*



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Organizational Values: (all employees)

Attitude – displays a professional and positive attitude on a daily basis and when responding to a variety of workplace situations. Shows concern and care in a supportive manner to colleagues and stakeholders. Displays enthusiasm for job and participate in the attainment and advancement of organizational goals and interest. Commitment, loyalty and dedication to organization, values and goals.

Community Involvement – Participates in organizational and community events that promote teamwork, education, improvement and inclusion.

Ethics – makes sound decisions that support organizational values; respect for confidentiality and discretion

Excellence – Strives to exceed expectations on work responsibilities, goals, assignment and projects by using proven and best practice methods.

Integrity – keeps others informed of situations and concerns; represents value daily consistent with actions and behaviours

Professionalism – Displays the behaviours and competency that are expected of the position and the organization. Stays current within the position.

Respect/Trust – listens to others, understands boundaries and involves the right people in decision making. Demonstrates discretion, builds rapport with others and maintains confidentiality

Reliability/Commitment – Follows through on commitments, meets deadlines and takes ownership over responsibilities.

Resourcefulness – Responds to difficult situations or workplace requirements by using the available tools and information to support decisions and solutions.

Volunteer Connector Competencies:

Accountability - Takes personal ownership and responsibility for the quality and timeliness of work commitments. Follows organizational guidelines, professional standards, regulations and principles. Demonstrates reliability and integrity on a daily basis. Balances organizational, team and individual commitments. (Level 3)

Adaptability - Adapts and responds to changing conditions, priorities, technologies and requirements. Recognizes new information and ideas with a willingness to alter opinions and behaviours. Applies versatility, reasoning and innovativeness in the face of change. Recognizes potential situations and responds with solutions, tactics or approaches to reduce or eliminate issues (Level 3)

Communication - (verbal and written) – Expresses and transmits information with consistency and clarity, using active listening techniques in order to effectively understand provided feedback, summarizes information according to the audience in order to promote engagement and increase understanding. Ensures that communication efforts meet the needs of various groups and is properly understood. (Level 2)



Decision Making – Makes concrete, well-informed and thought out decisions that support the overall organization. Has the ability to make quick, effective decisions even when data and details are limited. When making unfavourable decisions that might have negative consequences will examine the impacts and potential implications to ensure that decision is value for the situation. Able to adapt decision making based on circumstances or when presented with unclear information. (Level 2)

Leadership – Maintains a professional and positive manner even under changing or uncertain conditions. Works well with a wide range of individuals to provide, support, coaching, encouragement and direction. Builds on the strengths of the workplace and reduces internal weaknesses through training and development. (Level 3)

Networking and Relationship building – Effectively builds constructive, friendly, professional relationships and networks of key contacts with people and colleagues, maintains partnerships that can provide information, assistance and support. Builds on current working relationships while developing new ones. (Level 2)

Organizational & Environmental Awareness – Shows commitment to the organizational vision and strategic goals by acting in accordance with organizational expectations and through having a solid understanding of the internal environment. Uses knowledge of organizational and business climate to solve issues and accomplish goals and strategies, complies with and enforces organizational policies, procedures and practices. Aligns the internal environment to the overall direction of the organization. (Level 3)

Results Orientation – Possesses the ability to focus on desired outcomes, and the means by which they are achieved, by meeting and/or exceeding standards based on past performance, goals and objectives, as well as the performance and/or achievements of others. Continuously strives to meet or exceed organizational and departmental goals and objectives. (Level 2)

Resource & Fiscal Management – Uses resources such as human capital, supplies, products, materials and other useable items effectively and with foresight to available and limited funds. Ensures that internal teams and groups are aligned with organizational resource and financial limitations. (Level 3)

Required Characteristics:

This role requires a dynamic and engaging strategic thinker and relationship builder, demonstrating our core values to positively influence and connect to achieve results that are in the best interests of both the organization and the volunteers we engage. You have a thirst for developing systems and finding efficiencies while building and supporting relationships.

Other Knowledge and Skills:

- Working knowledge of computers, including Microsoft Office (Word, Excel, Publisher, Outlook mail), and adaptable to using technology to create efficiencies
- Flexible and adaptable to changing situations
- Some record keeping, data tracking, etc.



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Education and Experience:

- 1-3 year's experience leading in a volunteer environment
- 3+ years working closely with a team
- Experience thinking on your feet, problem solving and building both short- and long-term solutions

Working Conditions:

- Generally working hours are daytime and Monday through Friday, with some flexibility as the role develops
- Primarily working out of BB4CK's central office in downtown Calgary

Signatures:

Employee: _____

Date: _____

Manager: _____

Date: _____

Executive: _____

Date: _____