

Position: Volunteer Coordinator

Type: Ten month contract, Full-time (February, 2018 to November, 2018), with possibility of extension.

About ACCESS Community Capital Fund

ACCESS Community Capital Fund provides access to loans and supports to people facing economic barriers. Our vision is for everyone to be given the opportunity to achieve financial security through sustainable employment and self-employment.

ACCESS Community Capital Fund (ACCESS) helps people with few financial assets, challenging credit histories, or low income obtain affordable loans to improve their standard of living. Loans of up to \$5000 are guaranteed by ACCESS and disbursed by financial institutions. These loans can be used to launch or expand a business, or to pay for training, certification, fees or tools in order to obtain a better job. Lending decisions are made by a volunteer-run Loan Review Committee (LRC), using a character-based lending model.

Based in Toronto, ACCESS is a Canadian registered charity established in 1999. In addition to loans, we provide financial literacy training, business coaching, and other supports to our clients.

We are seeking an individual who has the ability to motivate and engage volunteers and is passionate about helping people achieve financial security through employment and self-employment. This is a unique opportunity to join a small team working to build and expand an organization that empowers its clients and produces results across the GTHA. The Volunteer Coordinator will interact with various stakeholders and team members, and will have the opportunity to take on leadership and project management roles.

Activities & Responsibilities:

The Volunteer Coordinator will recruit, train and manage volunteers including trainers, business coaches, committee members (including the LRC), ambassadors, event and office volunteers. He/she will work closely with other Access team members in executing various organizational objectives including volunteer engagement, program evaluation, marketing, communications, and training. Duties include:

- Develop and execute volunteer recruitment plan.
- Develop training plans and materials for orientation and on-boarding of volunteer business coaches, workshop trainers, LRC members, and other volunteers as needed.
- Provide on-going and refresher training for volunteers.
- Develop volunteer engagement strategy and communicate with volunteers on a regular basis.

Volunteer Coordinator

Position Description

- Work with program coordinator to identify clients who require business coaching in order to improve their business plans and knowledge, and build their skills.
- Match clients and coaches.
- Follow up with coaches and clients to assess the relationship and ensure effectiveness.
- Coordinate financial literacy and other training workshops.
- Refer loan-ready applicants to program coordinator for intake.
- Coordinate LRC meetings and support the LRC by attending meetings and providing feedback.
- Work with the LRC's to ensure clients' needs are met in a timely manner.
- Act as back-up for the Program Coordinator.
- Assist with and attend Access events, and participate in community and partner events across the GTHA.
- Maintain the volunteer database.
- Consistently use the Customer Relationship Management (CRM) system.
- Prepare reports.
- Assist in executing program evaluation initiatives on an ongoing basis.
- Liaise with organizations and research and report on industry developments and best practices in volunteer recruitment and management.
- Assist with compilation of the Annual Report and Access newsletters.
- Seek out and assist in designing and implementing quality improvement initiatives.
- Provide excellent customer service to clients, volunteers, team members and other stakeholders.
- Provide support to various committees as needed.
- Other tasks as assigned by the Executive Director.

Skills, Experience & Qualifications

Required:

- University graduate with minimum two years' work experience that includes responsibility for training and/or volunteer coordination.
- Excellent written and oral communication and presentation skills.
- Experience in establishing and maintaining relationships with various stakeholders including corporations and partner agencies.
- Strong interpersonal skills as well as sensitivity and experience in dealing with issues of poverty and marginalization.
- Demonstrated ability to engage with various socio-economic and ethno-racial communities.
- Strong interest or experience in small business and/or career development.
- The ability to work as a member of a small, closely-knit team.

Volunteer Coordinator

Position Description

- Must be highly organized with strong attention to detail.
- Enthusiasm and professionalism in various situations and with different stakeholders.

Preferred:

- Familiarity with micro-lending models and social impact evaluation metrics.
- Driver's licence and access to a vehicle are highly recommended.
- Analytical and research skills an asset.
- Experience in using CRM systems

Reports to: Executive Director

Please note that a flexible work schedule is required for this position as some meetings and events occur in the evenings and on weekends.

To Apply: Submit a cover letter with a copy of your resume to hire@accessccf.com by January 15th, 2018.

We thank you for your interest in ACCESS. Only those applicants being considered will be contacted.

Access Community Capital Fund provides equal opportunity in employment and encourages applications from all qualified persons.