



## Officials & Volunteers Coordinator Job Description

Application Deadline: October 15, 2024

Ideal Start Date: November 4, 2024

Term: 20 hrs/week

### **Identifying Information**

Job Title: **Officials & Volunteers Coordinator (OVC)**

Reports to: Director, Member Services, Programs & Development

### **Organization Summary**

*Athletics Ontario (AO), the Provincial Sports Organization (PSO) for Athletics, is a small, highly active not-for-profit organization committed to supporting athletes in the sport of Athletics (track and field, cross country, and road and trail running) – and contributing to the health, fitness, social development, and well-being of all participants.*

### **Job Summary**

*Reporting to the Director, Member Services, Programs & Development, the **Officials & Volunteers Coordinator (OVC)** is a part-time position (limited-term) responsible for managing volunteer resources to assist in the delivery of the organization's programs and services. The OVC is responsible for full cycle volunteer management (recruitment, screening, orientation, training, recognition and evaluation). The OVC is also responsible for providing guidance, support, resources and tools to staff who supervise volunteers. The position works primarily, but not exclusively, with the AO Championships & Officials Executive Committee, ensuring that there are qualified volunteers to take on roles as Volunteers. The OVC will be an active member of the AO Championship Committee and will be a staff representative for the Officials Executive Committee to ensure smooth recruitment, training, recognition and evaluation of Volunteers.*

*The Coordinator organizes volunteers for gaming events (bingos and casinos) by recruiting volunteers and supporting the gaming event coordinator in training and supervising the volunteers for these events. They will also complete the required paperwork and secure the necessary licensing. The Coordinator also supports the officials and volunteer needs of other organization service areas including internship support, fund development, peer support, administrative services as well as education and awareness. The Coordinator will be responsible for maintaining all volunteer files, compiling program statistics, developing and maintaining a comprehensive volunteer recognition program, preparing monthly program reports, and meeting the requirements of the agency communications plan. The OVC will also coordinate the placement of internship students into the different programs that fit with their areas of study and interest. They will become familiar with the requirements of the different universities/colleges, and act as a support for all student supervisors.*

## **Job Duties and Responsibilities**

### **Program Planning and Implementation**

- *Assesses the need for officials and volunteers to enhance program and service delivery across the AO Community*
- *Develops and implements effective strategies to recruit the right officials and volunteers with the right skills*
- *Researches best practices, develops and implements an intake and interview protocol screening process for potential volunteers, to ensure the best match between the skills, qualifications, and interests of the officials and volunteers and the needs of the AO Community*
- *Identifies officials and volunteer assignments that provide meaningful work for volunteers and writes the volunteer position descriptions in consultation with other staff as appropriate*
- *Evaluates the potential risks associated with each official and volunteer position and attempts to mitigate those risks to the program or service by placing the most appropriate volunteer in each role*
- *Orientates officials and volunteers to increase their understanding of the organization, its clients, its services and the roles and responsibilities of volunteers*
- *Schedules and communicates training to the AO Community and key stakeholders*
- *Ensures that volunteers receive the appropriate program area training and supervision to be successful in their roles*
- *Ensures that volunteer check-in procedures are followed and that records of volunteer hours are maintained according to established procedures*
- *Assists with conflict resolution among clients, staff, officials and volunteers (as required) according to established procedures*
- *Conducts ongoing evaluations of the programs and services delivered by officials and volunteers and implements improvements as necessary*
- *Undertakes a process to evaluate the contribution of each volunteer on an annual basis*
- *Plans and implements formal and informal officials and volunteer recognition activities to recognize the contribution of volunteers to AO*
- *Identifies programs that would be of interest to practicum students and brainstorm tasks and projects with the potential supervisor*
- *Undergoes the same processes (recruitment, orientation, training, evaluation, recognition, exiting) with practicum students as with volunteers.*

### **Program Administration**

- *Promotes the volunteer program by utilizing the organization's website, social media, newsletters, and other means, to gain community support of the program and of the AO Community*
- *Develops and implements goals and objectives for the officials and volunteer program which reflect the mission of AO*
- *Administers and monitors expenditures for the officials and volunteer program in accordance with the approved budget*
- *Develops, administers, and reviews policies and procedures which guide the volunteer programs and services, and reflect the overall agency values*
- *Develops and administers forms and records to document the officials and volunteer activities*
- *Participates in ensuring that volunteers work in a safe, healthy, and supportive environment that is in accordance with all appropriate legislation and regulations*

- *Contributes to the preparation of Quarterly and Annual reports by providing information/statistics on the contributions made by the volunteer program*
- *Support in the scheduling of volunteers for AO events, including but not limited to, AO Championships, Sanctioned events, the Awards Gala, fundraising events, monthly Bingo shifts and internships*

### **Qualifications/Experience**

- *Post-secondary Certificate in Volunteer Management, or related post-secondary education/course work in a field related to the volunteer sector and an understanding of current trends, resources and information related to volunteerism*
- *Experience supervising and/or coordinating the work of volunteers or staff*
- *Acceptable attainment and maintenance of a Police Information Check with a Vulnerable Sector Check and an Intervention Record Check*

### **Skills/Abilities**

- *Strong interpersonal, verbal and written communication skills*
- *Skills in program development, evaluation and research*
- *Ability to work independently, set priorities, be flexible, meet deadlines and allocate time and resources effectively*
- *Highly developed organizational, time management and problem-solving skills*
- *Knowledge and skills in special event planning and execution*
- *Ability to deal effectively with the public and community agencies and maintain good public relations*
- *Ability to lead, mentor, coach and guide volunteers to achieve results that are in the best interest of the agency*
- *Ability to assess problem situations to identify causes, gather and process relevant information, generate possible solutions and make recommendations and/or resolve the problem*
- *Ability to effectively use Microsoft Office and Google Applications/Google Workspace and membership database software*

**Location:** *This position will be partially remote, in nature with some daytime, weekend and evening work may be required off-site, during Training sessions, Championship events and other functions). This project may operate at events, communities and schools within the Greater Toronto & surrounding areas, yet will serve all of Ontario in some capacity. A reliable laptop and reliable internet access will be necessary to carry out tasks for this position.*

**Wage Rate:** *\$25.00/hour*

### **How to Apply**

*The deadline for receiving resumes/applications is **October 15, 2024**. You can submit your application online at or e-mail to [office@athleticsontario.ca](mailto:office@athleticsontario.ca). Please identify the desired position in the subject line. Athletics Ontario thanks all who express an interest in this position. Only, those selected for interviews will be contacted.*

*AO is committed to diversity and inclusivity in employment and invites applications from qualified individuals of diverse backgrounds. AO is committed to providing accommodations for people with disabilities; if you require an accommodation, we will work with you to meet your needs.*