

VOLUNTEER AND PROGRAM COORDINATOR

Under the direction of the Community Relations and Project Manager, and within the framework of the project "Inclusion through volunteering", an initiative supported by the Poverty and Social Exclusion 2025-2027 program of the City of Montreal, the Volunteer and Program Coordinator develops and implements a recruitment strategy and structured program for St. Michael's Mission volunteers. The project responds to the need to facilitate the integration of new arrivals to Quebec by providing them with a structured volunteer experience that enhances their skills and abilities in an inclusive environment. The incumbent is responsible for planning and carrying out these activities, while ensuring that the policies and procedures in place in the organization are respected and applied.

GENERAL RESPONSIBILITIES

Guided by the objectives and activities of the Mission and the above-mentioned project, and working in close collaboration with the Operations team, the incumbent is responsible for

1. Developing and implementing a volunteer recruitment strategy for the organization, with a specific focus on marginalized community members or individuals newly arrived in Quebec
2. Developing and maintaining a database of all volunteers and fostering positive volunteer relations
3. Supporting the operations team by scheduling and coordinating volunteer participation at the Mission
4. Developing tools and procedures for volunteers to facilitate their rapid and successful integration into the Mission's operations
5. Developing and implementing a structured program for volunteers that helps them to build or enhance specific skills to increase their employability and creates a sense of community
6. Analyzing, reporting and managing on the needs and expectations of volunteers to ensure a positive volunteering experience
7. Coordinating (and creating content, as necessary) workshops, information sessions or training for volunteers
8. Leading or participating in the planning, coordinating, promoting and reporting on organizational events, including volunteer recognition initiatives and fundraising activities.
9. Representing the Mission and its values during interactions with external organizations
10. Carrying out other relevant tasks as assigned

EXPERIENCE, COMPETENCIES AND SKILLS REQUIRED

- **Education:** University degree in a relevant area (communications, marketing, journalism, sociology, etc.) or a combination of education and experience deemed appropriate
- **Experience:** 2-3 years experience managing volunteers in a non-profit/community organization
- Exceptional interpersonal skills
- Excellent communication skills; fluency in written and spoken French and English
- Excellent organizational and time-management skills
- Solid judgment, discernment, and analytical skills
- Ability to thrive in a fast-paced, multi-cultural, team environment

- Comfortable with Microsoft Office Suite and Microsoft365
- Adherence to, and promotion of, the organization's mission and its values of dignity, respect, inclusion and kindness

WHAT WE OFFER

- A temporary part-time position (28h/week)
- A salary of between \$24-26/hr depending on experience
- A free meal from our kitchen available each workday
- Easy access to public transport

WHO WE ARE

St. Michael's Mission is an independent charitable organization working directly with people experiencing homelessness and food insecurity in downtown Montreal since 1927. The Mission serves as an important link in the chain of services for the city's disadvantaged and marginalized populations. We provide breakfast and hot lunches, showers, personal hygiene products, clothing and emergency food to a multilingual and multicultural clientele. Other basic services include crisis intervention as a first step in rehabilitation, as well as information, referrals, and support for help with mental health and addiction problem. In addition, we help our visitors to navigate government systems and services such as welfare, unemployment insurance, and immigration.

Join our team!

Send your CV and cover letter to info@stmichaelsmission.ca by April 11, 2025.

St. Michael's Mission adheres to the principles of equity and diversity in employment and is committed to building a workplace that reflects the rich diversity of the Montreal community.