



**Canadian
Accreditation
Council**

**Conseil
d'accréditation
canadien**

Volunteer Coordinator

Background:

The Canadian Accreditation Council (CAC) is a national not-for-profit accreditation body operating in Edmonton, Alberta, offering accreditation to our standards for Health and Human Services.

Purpose of the position:

The Volunteer Coordinator is a key part of the CAC Accreditation Services Department. Their primary role is to recruit, train, and develop our volunteers to ensure they have the skills and competencies required to conduct surveys on behalf of CAC. As well as their ongoing support of our volunteers, the Volunteer Coordinator will also be responsible for participating in onsite surveys as an Administrative Reviewer to monitor the volunteers and determine any areas that are required for continued training.

Scope:

The Volunteer Coordinator reports to the Director of Accreditation Services and is responsible for providing training and support to CAC's volunteers, recruiting new volunteers, aiding in building the survey teams, assuring the volunteers are being well taken care of while traveling for CAC, assuring that the volunteers are recognized for their contributions, including during volunteer appreciation week, and participating in onsite surveys.

Qualifications:

- Education – Human or Health Service-related degree or diploma is an asset
- Experience – must have 3 years of experience either as:
 - a Reviewer, Team Lead or Administrative Reviewer for CAC or
 - working as the primary accreditation contact for an organization that has been accredited by CAC or
 - working at another accreditation body
- Area of Experience – must have experience with child, youth and family programs in Alberta
- Additional Requirements
 - Skill with Microsoft Office Suite and Email Programs
 - Ability to create professional relationships with CAC's volunteers
 - Interpersonal skills and ability to work as a part of a team
 - Highly developed communication skills

- Organizational skills, ability to multitask, highly motivated, and a strong attention to detail
- Ability to make decisions and interpret the meaning of standards to apply to each individual organization
- High standard of ethics and confidentiality to handle sensitive information
- Experience with CAC is an asset
- Ability to speak French is an asset
- Equivalencies will be considered but are at the discretion of CAC

Duties:

- Recruiting new volunteers to CAC who meet the minimum requirements
- Training new volunteers to CAC's processes and standards
- Training Team Leads to CAC's processes and standards
- Providing ongoing development sessions for CAC's volunteers
- Determining the ongoing needs of CAC's volunteers to provide them with the support they need
- Creating ways in which to demonstrate how we value the volunteers
- Conducting On-Site Surveys as an Administrative Reviewer, including, but not limited to:
 - Liaising with the organization
 - Liaising with the volunteers
 - Conducting the Pre-Site Survey
 - Creating the schedule
 - Conducting the On-Site Survey
 - Creating and finalizing the report(s)
 - Evaluating the volunteers
- Aiding in filling incomplete survey teams, for final approval by the Director of Accreditation Services
- Other related duties as required
- Significant travel may be required at any point in time and so the incumbent must be able to travel for the position (in accordance with any current or future COVID-19 requirements)

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Knowledge of CAC's standards and processes prior to hire is an asset
- Knowledge of community health and human service organizations
- Knowledge of organization governance
- Knowledge of legislation related to community health and human service organization
- Knowledge of volunteer management
- Ability to maintain a high level of accuracy in preparing and entering information

Physical demands:

Normal demands associated with an office environment. The incumbent must have the ability to work

on computer for long periods, and communicate with individuals by telephone, email, through videoconferencing, and face to face. **Significant travel will be required.**

Hours:

Monday to Friday, 35 hours per week. Hours may be outside of normal business hours if travel is required. The position is located in Edmonton, AB.