

May 18, 2023

**Job Posting**  
**Internal/External**  
**Project Worker – Community Engagement & Volunteering**  
**(1-year contract – Full-time)**

The Cross-Cultural Community Services Association (TCCSA) is a not-for-profit organization that aims to assist newcomers in adapting to Canadian life in their neighbourhood and to provide support to Canadians in building a stronger community. The mission of TCCSA is to enhance the well-being and resilience of diverse communities by strengthening competencies and fostering participation through effective and professional human services.

TCCSA is seeking a 1-year full-time contract Project Worker – Community Engagement and Volunteering to recruit volunteers through innovative outreach strategies, conduct volunteer orientations as well as skills training to grow TCCSA’s volunteer program. In addition, the Project Worker will work closely with Community Engagement Coordinator to develop an agency’s volunteer database and also design training curriculum and resources to enhance TCCSA’s volunteer program.

The details of this job posting are listed as the followings:

<b>Job Title:</b>	Project Worker – Community Engagement and Volunteering		
<b>Hours of Work</b>	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	<b>Application Deadline:</b>	<b>June 7, 2023</b>
<b>Location:</b>	In-person, TCCSA Service Locations in York Region		
<b>Salary Range:</b>	\$45,630 per annum - \$51,577 per annum (based on experience)		
<b>File #:</b>	09-23		

**Essential Duties and Responsibilities:**

- To engage TCCSA staff and community partners to identify volunteer opportunities;
- To develop outreach strategies and volunteer recruitment plans that provide a consistent flow of volunteers to TCCSA;
- To recruit, interview, and screen eligible volunteers;
- To conduct volunteer orientation to provide hands-on experience and information in order to equip volunteers with the necessary skills and knowledge they will require to volunteer in their community;

- To design training curriculum and resources to enhance TCCSA's volunteer program;
- To conduct skills training for volunteers to grow TCCSA's volunteer program;
- To deliver training to TCCSA staff to ensure the agency's capacity to utilize volunteers;
- To engage a consultant to develop an agency's volunteer database;
- To manage volunteer information through the agency's database;
- To update volunteer program policies, including screening, orientation and training, supervision and recognition;
- To keep up-to-date on current and new practices in volunteer management;
- To enhance volunteer recruitment and community engagement practices to reach new volunteers across sectors and professions;
- To promote volunteer opportunities on an ongoing basis by designing, updating and circulating volunteer postings to effectively recruit immigrants for a variety of roles;
- To participate in large-scale community events with other partner organizations to provide opportunities for volunteers to engage in the community;
- To develop community engagement and volunteer activities for immigrants;
- To develop and implement the volunteer program evaluation plan;
- To develop the sustainability plan for TCCSA's volunteer program;
- To monitor program activities, budget and expenses as directed;
- To keep and maintain records in a timely and professional manner;
- To update and maintain program-related data and tracking history in agency's database, prepare and submit timely statistical and progress reports;
- To ensure program and service contents are relevant to funders' priorities;
- To attend internal/external meetings as required;
- To work in all TCCSA and itinerant service locations as assigned;
- To perform other duties as assigned by supervisor.

#### Qualifications:

- University degree or equivalent in Social Sciences or a related discipline;
- Minimum 2 years of work experience in the volunteer program in a non-profit setting and/or community service is required;
- Volunteer management certificate from a recognized educational institution is a strong asset;
- Knowledge, understanding and sensitivity to issues affecting immigrant and refugee communities;
- Understanding of the importance of volunteers to community-building, what people need/want and what motivates/demotivates them to become involved in their community;
- Experience in program management, community outreach, volunteer strategy development and workshop facilitation;
- Experience in volunteer management and knowledge of the Ontario/GTA volunteer sector, including resources available to assist newcomers and community members in becoming volunteer-ready (e.g. networks, training, etc.);

- Ability to select, supervise, train and support volunteers from diverse cultures and age groups;
- Excellent inter-personal skills; demonstrated teamwork experience and ability to establish and maintain an excellent working relationship with stakeholders;
- Good organization skills, ability to multi-task while maintaining accuracy;
- Ability to work effectively both independently and as part of a team;
- Proficiency in written and spoken English, as well as a second language commonly used by clientele;
- Proficiency with OCMS, MS Office, Google Services, Zoom, other videoconferences and social media that facilitate work, communication and online marketing, knowledge in graphic software such as Canva is an asset;
- Ability to use technology and applications/platforms to support program functions;
- Ability to work flexible hours, including some evenings and weekends;
- Must be legally entitled to work in Canada;
- Proof of a clear “Vulnerable Sector Screening” with a local police service is mandatory;
- Able to travel in the GTA, has a valid Ontario Driver’s license and access to a car is an asset.

#### How to Apply:

Please send resume and cover letter to TCCSA through email: [recruit@tccsa.org](mailto:recruit@tccsa.org) by **5:00 pm on June 7, 2023.**

Applicants should quote **File #09-23 Project Worker – Community Engagement and Volunteering** on the application.

We thank you to all those who are interested in this position. Only selected candidates will be contacted for an interview. No telephone call inquiries.

TCCSA is an equal opportunity employer. TCCSA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.