



Mount Pleasant Neighbourhood House

800 East Broadway Vancouver BC Canada V5T 1Y1

T. 604.879.8208 F. 604.879.4136 E. info@mpnh.org I. www.mpnh.org

Internal/External Job Posting

Literacy Outreach and Volunteer Coordinator

Posted: April 24th, 2023 Closing: May 8th, 2023

Job Overview

The Literacy Outreach + Volunteer Coordinator is responsible for delivering a comprehensive volunteer strategy, while continuing to grow the Literacy program at MPNH. This individual will plan, lead and engage a strong volunteer team by taking an active role in connecting volunteers with the neighbourhood house, supporting training initiatives, developing new avenues for volunteers, and volunteer activities, and celebrating our volunteer team through effective volunteer retention strategies. They will also coordinate literacy programs and serve as the Literacy Outreach Coordinator for the Mount Pleasant area.

Responsibilities include:

- Oversee onboarding, orientation and initial training requirements of all volunteers, and liaise with staff teams, as well as maintain and collect data from various programs that engage volunteers.
- Provide direct leadership and volunteer supervision, training, support and effective retention strategies.
- Organize systems to ensure effective implementation and delivery of volunteer services.
- Ensure program staff have skills needed to train, supervise, and engage volunteers placed in their department.
- Help to promote and maintain marketing materials and various avenues of promotion in relation to volunteers and promoting volunteering to the community at large.
- Analyze, prepare, and present outcome reports on the extent, nature, and value of volunteers.
- Consult with leadership and staff to determine organization needs for various volunteer services.
- Coordinate literacy programs and related activities. Directly supervises and supports capacity building and professional development of a diverse, experienced and interdisciplinary Literacy team.
- Plan and coordinate the Mount Pleasant Literacy Task Group
- Build and maintain community links and partnerships; take a collaborative approach to external and internal relationships.
- Write grant applications, program reports, collect statistics and maintain program-related documentation.

Qualifications Required:

- Minimum of 2 years' experience in community development approaches & outreach strategies
- Experience managing volunteers and implementing volunteer management systems
- Strong group facilitation and adult education skills
- Experience in community development processes evaluation
- Good time management and organizational skills; and ability to work independently
- Proven experience working collaboratively in a team environment
- Excellent inter-cultural communication and conflict resolution skills
- Ability to work collaboratively with culturally diverse community residents, volunteers, coworkers and community service partners
- Demonstrated ability to work collaboratively with others to achieve common goals and positive results
- Fosters the development of others by providing a supportive environment for enhanced performance and professional growth



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- Ability to define tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives
- Demonstrated ability to complete program, funding, and statistical reports
- Knowledge of Mount Pleasant community and resources
- Experience with volunteer management software, such as Better impact, an asset
- Class 5 Drivers License an asset
- Criminal record search required

NOTE: This position requires contact with the vulnerable members of the community, therefore the offer and your employment with ANHBC is conditional on you providing ANHBC with proof, prior to the start date and in a form satisfactory to ANHBC, that you are fully vaccinated against COVID-19. If you are unable to be fully vaccinated on the basis of a ground protected by applicable law, you may request an accommodation from ANHBC by contacting Devika Ramkhelawan, Executive Director, immediately at dramkhelawan@mpnh.org. ANHBC reserves the right to delay your start date while it considers your accommodation request. ANHBC also reserves the right to amend its COVID-19 vaccine requirement at its sole discretion

Terms: Temporary part time, 28 hours/week. One year leave replacement from June 2023-June 2024.

Salary: \$26.68-\$29.56 per hour– based on qualifications and experience.

Please submit a cover letter and resume to Vicky Li, Manager, Senior & Newcomer Services at vli@mpnh.org , with Literacy Outreach and Volunteer Coordinator in the subject line, by May 8th, 2023. No phone calls please.

We thank and acknowledge all applicants and will only be contacting those selected for interviews.

MPNH is a non-profit, community based organization located in East Vancouver and is a part of the Association of Neighbourhood Houses of BC. We are an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to consider applying for the position. Our total compensation and benefits package reflects our commitment to our staff and their family. For more information on MPNH and ANHBC please visit www.mpnh.org and www.anhbc.org.