



IN-COMMUNITY VOLUNTEER LEADER

Purpose

The In-Community Volunteer Leader is responsible for organizing and leading a group of volunteers to promote upcoming clinics and recruit new donors. The leader guides the interaction of the volunteer team with community members and Canadian Blood Services' staff in the coordination of events.

How This Role Helps Save Lives

The team leader will mobilize a team of volunteers to focus on the recruitment of numerous new donors to book an appointment and continue to donate blood and ultimately save lives. This role will assist with contributing to Canadian Blood Services goal of recruiting 100,000 new donors every year until 2015.

Acceptance Criteria

- Suitable skills and experience
- Read and sign applicable registration forms
- Completion of volunteer orientation and training

Skills, Abilities, Traits

- Friendly, outgoing and in possession of refined communication skills including tact and discretion
- Demonstrated organizational skills
- Able to work independently as well as in a team environment
- Sensitive and respectful of the dignity of all people
- Able to observe and react appropriately to adverse situations
- Professional in manner and appearance
- Reliable and punctual
- Previous leadership experience or volunteer coordination experience would be an asset
- Accomplished team-building skills and an ability to delegate effectively
- Able to motivate and guide others

Time Commitment

- Time commitment to be determined by volunteer resources staff

Activities and Tasks Associated with the Assignment

This assignment has a variety of duties which may include, but is not limited to, the following:

- Provide orientation, training, recognition and support to volunteers
- Develop and maintain effective working relationships with supervisors, staff, other volunteers and community partners
- In consultation with donor services staff, assist with clinic promotions and donor recruitment efforts within the community
- Assign volunteers to appropriate community events
- Act as a liaison between volunteers, volunteer resources staff and donor services staff by reporting any issues, comments or concerns
- Assist with scheduled evaluation and feedback meetings with volunteers who have been with the organization for three months or more on a regular basis
- May assist with identification, recruitment and training of new volunteers
- Communicate updates to volunteers on Canadian Blood Services' programs and initiatives
- May assist with scheduling of volunteers



Canadian Blood Services
it's in you to give

IN-COMMUNITY VOLUNTEER LEADER, *continued*

Success Measures and Outcomes

- Support donor services and volunteer resources staff in the recruitment of donors as per the annual recruitment plan
- Achieve collection totals as per annual recruitment plan

Volunteer Leaders are expected to:

- Provide support to volunteers by ensuring volunteer management best practices
- Maintain current and appropriate body of knowledge necessary for the responsibilities of the position
- Report any issues to volunteer resources contact
- Be familiar with volunteer management best practices
- Fulfill training requirements and volunteer commitment
- Represent the organization and promote Canadian Blood Services programs and services within the community
- Develop and maintain effective working relationships with volunteer supervisor, volunteer coordinator, donor services staff, other volunteers and community partners

Orientation/Training

- Canadian Blood Services National Orientation
- Privacy Training
- Volunteer Program Policies and Procedures
- Donor Recruitment Training
- Additional Training as required

Reports To

- Overall – volunteer resources contact
- Promotions and recruitment – Donor Services Staff lead

Benefits

- Satisfaction of knowing your efforts are helping to save lives and improve the quality of life for those requiring blood and blood products
- Opportunity to contribute to Canada's blood system by recruiting new donors
- Opportunity to build and develop skills in volunteer management best practices
- Supporting volunteers in their role with the organization
- Meeting and interacting with a variety of people
- Opportunity to demonstrate leadership ability and skills
- Participation in recognition programs (includes the Milestone Awards Recognition program) attending regional events and National Volunteer Week activities.

Working Conditions and Physical Effort

- Work is normally performed at community events and coordinated events
- Possible exposure to blood – safety training provided