

ST. JOHN COUNCIL FOR ONTARIO POSITION DESCRIPTION

Position: Provincial Member Services Coordinator (volunteer)

Reports To: Provincial Commissioner

Responsive To: Manager, Community Services

Position Requirements: Experience in volunteer sector management and leadership development.
St. John Ambulance Community Services experience preferred.
Current information management experience e.g. computer skills
Excellent communication, interpersonal and public relations skills.
Solid organizational and problem-solving capabilities.
Knowledge of human resources policies and processes an asset.
Experience with event coordination and planning.
Knowledge of honours, awards and member recognition systems.
Able to adapt to a flexible volunteer schedule and willingness to travel.

Position Function:

To support and facilitate Provincial Member Services initiatives.

Position Description:

Provide development and support to District Member Services Coordinators related to volunteer screening and risk management, information management and membership recruitment/retention.

Coordinate, in conjunction with the Provincial and District Commissioners, the activities of the Provincial and District Member Services staff.

Facilitate, in conjunction with the Community Services Department of Council, District membership management initiatives, including initiatives related to:

- recruitment, screening, retention and exit interviews;
- the monitoring of volunteer honours, awards and member recognition;
- program and resource information and materials;
- policies and procedures;
- conferences and workshops related to the specific needs of Provincial/District Community Services;
- acquisition and distribution of information relating to membership and/or Community Services resources;
- the preparation and maintenance of District Community Services related budgets.

Assist with the development of Provincial Community Services honours and awards

initiatives.

Provide input to the Provincial Community Services budget as it relates to member services and associated initiatives.

Other Duties:

Actively participate as a member of the Provincial Community Services Committee, and ad hoc Provincial committees/working groups, as required.

Carry out other responsibilities as assigned by the Provincial Commissioner.