**Policy # FCSS-0163.18**

**FAMILY & COMMUNITY SUPPORT SERVICES (FCSS)**

**RIMBEY COMMUNITY HOME HELP SERVICES (RCHHS)**

**POLICY**

**NAME: TD VOLUNTEER PROGRAMS COORDINATOR**

**DEPARTMENT: TALENT DEVELOPMENT**

**EFFECTIVE DATE: May 17, 2018**

***The succession plan:***

To move into this position, a current staff should be a staff in good standing on a consistent basis and be respected by other staff members. This position requires a high level of organizational leadership. He/she should take his/her current role very seriously and demonstrate a willingness to take on extra duties with enthusiasm.

To move into this position, a current staff should:

* Make a concerted effort to promote awareness and understanding of Rimbey FCSS/RCHHS values, mission and goals.
* Take and demonstrate a keen interest in the day to day activities of the agency.
* Demonstrate a clear interest and knowledge in industry standards and FCSS legislation.
* Take advantage of any and all educational opportunities offered by the agency.
* Have the ability to work well with a team.
* Have a strong working relationship with co-workers and the management team.
* Have a highly developed understanding of the importance of diversity within the community and the agency.
* Practise and improve effective communication skills and inclusive ethical decision making skills.
* Expand the agency’s views and values of diversity, practise modelling acceptance and embracing diversity in age, religion, race, culture, finances, and gender to where the client’s comfort level begins, and seek diversity in every situation.

***Education:***

* Grade 12 Education
* Administrative Assistant Certification

*To prepare they should be willing to, on their own initiative, take:*

* *Food Safe Handling Course*
* *Risk Management Course*
* *Emergency Disaster Training with Alberta Emergency Management Agency*

***Behaviour Competencies:***

* Must have strong organizational skills.
* Have strong communication skills to articulate instructions and direction to volunteers.
* Have advanced skills in Microsoft Word and Excel.
* Have strong multitasking skills and practices.
* Be able to build enduring partnerships and be engaged in the community.
* Demonstrate professionalism and commitment to confidentiality in dealing with volunteers, clients and staff.
* Demonstrate maturity and respect for diversity in age, religion, race, culture, and finances.
* Demonstrate commitment to accuracy and attention to detail.
* Demonstrate ability to work with multiple interruptions.

***Personality Traits:***

* Have strong interpersonal skills.
* Personable and empathetic.
* Willingness to help others.
* Adaptable and flexible.
* High sense of integrity and values.
* Non-judgemental, patient, understanding.

Staff who are interested in developing their talent towards applying for this position in the Rimbey FCSS/RCHHS organization should discuss this with their supervisor during their annual performance review and have it mentioned in their goals for the future.

Revised/Reviewed: May 30, 2019

This policy shall be reviewed at the discretion of the Board but at least annually.