



## **Job Posting: Youth and Volunteer Manager**

**Job Title:** Youth and Volunteer Manager (Full-Time)

**Reports To:** Executive Director

**Location:** ISNA Canada Head Office, 2200 S. Sheridan Way, Mississauga, ON L5J 2M4

**ISNA Canada** is a Mississauga based national Muslim organization committed to providing Muslims with opportunities to develop and put their faith into action. It envisions vibrant Muslim communities as catalysts for positive change in Canada.

### **Summary**

The Youth and Volunteer Manager is responsible for the overall development, implementation, execution and management of ISNA National Youth and Volunteer Programs that align with ISNA Canada Values, Mission and Vision.

### **Core Competencies**

- Leadership
- Team work
- Communication
- Planning and organizing
- Management through influence
- Creative and innovative thinking
- Conflict management
- Relationship building
- Development and continual learning

### **Primary Duties and Responsibilities**

#### **Manage the Volunteer Program**

- Develop and implement a volunteer program which reflects the mission and vision of ISNA Canada
- Develop, administer, and review policies and procedures which guide the volunteer programs and services, and reflect the overall values of the organization
- Assess the need for volunteers to enhance program/service delivery in collaboration with the administration team
- Develop a budget for the volunteer program activities and track the expenditures
- Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary
- Identify volunteer opportunities that provide meaningful work for volunteers and write the volunteer positions' descriptions in consultation with staff as appropriate
- Promote volunteer program to gain community support for the organization and its programs

and services

- Develop and implement effective strategies to recruit and screen the right volunteers with the right skills
- Train staff to work effectively and cooperatively with volunteers
- Ensure that volunteers are given appropriate training to be successful in their positions
- Assist with conflict resolution among staff and volunteers according to established procedures
- Establish and implement a process for evaluating the contribution of individual volunteers
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization
- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislations and regulations
- Prepare regular reports on the contribution of the volunteer program to the organization

### **Manage the Youth Program**

- Develop and implement a dynamic youth program which reflects the mission and vision of ISNA Canada
- Lead and manage the growth and delivery of all youth programs, events and resources across the country
- Research youth development best practices and incorporate relevant examples into the organization's approach and models
- Identify, create and implement high quality programming and curriculum for the youth program built on best practices.
- Develop and track the youth program budget
- Develop, in collaboration with the communications team, a youth-friendly communications plan
- Ensure effective systems to track youth development and outcomes
- Regularly evaluate program outcomes and provide reports
- Identify and reach out to community partners to create programming opportunities
- Build partnerships with volunteers, community members, and other organizations that provide services to the youth

### **Qualifications/Competencies**

- Bachelor, or preferably a masters, degree in social sciences, human resources, community development, or adult education is an asset
- Minimum of three years in leadership role
- Knowledge of current trends, resources and information related to volunteerism and youth development
- Experience in event planning, volunteer coordination and superior interpersonal skills
- Ability to manage through influence
- Strong analytical and computer skills
- Strong customer service orientation
- Expertise in social media

### **To Apply**

Send your cover letter and resume to [ed@isnacanada.com](mailto:ed@isnacanada.com) by Sunday, January 13, 2019.