

A PORT IN THE STORM



Job Description

Position Title: Guest & Volunteer Manager

Type of Position: Full-time, 40 hours per week

Reports to: Executive Director

Location: Winnipeg, Manitoba

Effective Date: Immediately

Nature and Scope

With the support of management and board of directors, the Guest & Volunteer Manager has the primary responsibility for the effective operation of all aspects of the Port including the safety and security of guests staying at the Port, office administration, management of operational volunteers, collaborating with referring health care professionals, public relations and support marketing, communications and fundraising as required.

The Guest & Volunteer Manager maintains excellent communication and reporting methods to ensure the organization is running efficiently. The Guest & Volunteer Managers' mandate is to operate the Port harmoniously with the assistance of volunteers to further advance the vision, mission and values of the organization. This position will work closely with the Finance & Administration Specialist and Executive Director on a day-to-day basis and collaborates regularly with other committees as required.

The Guest & Volunteer Manager will work primarily full-time days (40 hours per week), however may be required from time-to-time to work outside of these hours and will be required to be on call every third weekend or as required.

Primary Duties and Responsibilities:

Guest Relations

- Administer the admission process and scheduling according to policy.
- Check guests in and out and provide tours to all new guests.
- Ensure readiness of suites.
- Ensure safety of all guests.
- Maintain supportive and open communication with guests and remain sensitive to various situations.
- Maintain confidentiality at all times.
- Ensure all guests are aware of and follow the Port rules and regulations; find tactful and professional resolutions.

- Document any infractions of the Port rules and provide information to the Executive Director as required.
- Communicate to the Executive Director, informed and documented of any guests' issues including calls to emergency services or incidents.
- Ensure the welcome package, wish list and guest surveys are updated regularly
- Ensure operational changes/revisions to the website are updated monthly through the Marketing and Communication Committee.
- Through the use of volunteers, develop, execute and manage recreational activities, supportive services and the use of community space as required.

Operations

- Act as primary contact for any Port operations or guest issues arising during or after regular business hours.
- Ensure day to day operations and maintenance of the Port are kept to the highest level.
- Liaise with the building caretaker/security and property management.
- Ensure occupancy is at maximum capacity and develop strategies for sustainability.
- Meet regularly with referring partners on-site and off-site to market a Port.
- Plan and execute open houses twice per/year.
- In conjunction with Executive Director, develop an annual operating budget.
- Keep informed about community resources and availability to guests.
- Order, pick-up and control all inventory of supplies.
- Oversee the office and common suite cleanliness

Administration

- Maintain financial records by following approved procedures for depositing, invoicing, paying, and recording.
- Execute and maintain office administration (filing, faxing, copying)
- Collaborate with the Finance & Administration Specialist on all financial administration requirements.
- Assist the Executive Director with administrative duties as assigned.

Staff

- Recruit, hire and manage casual/cleaning staff as required.
- Schedule daily/weekly cleaning staff accordingly.

Volunteer Management

Maintain volunteer management program

- Evaluate all volunteer recruitment, orientation and educational activities.
- Recruit, screen, interview and check references of all volunteers.
- Assess suitability of potential operational volunteers for front-line service.
- Implement and evaluate volunteer basic training program.
- Implement and evaluate post-basic training & other volunteer educational activities, including activities jointly organized with other agencies.
- Conduct educational needs and assessments with individual volunteers and through specific sessions.

- Manage volunteer education budget.

Provide volunteer supervision and volunteer assignment of duties

- Conduct yearly interviews re: volunteer satisfaction.
- Track volunteers on leave of absences.
- Coordinate operational volunteers' shift assignments.
- Recruit internal and external volunteers for specific assignments/projects.
- Ensure the development and/or maintenance of job descriptions for all community partner leads.

Plan and execute all volunteer appreciation events

- Plan volunteer appreciation events.
- Write submissions and/or coordinate volunteer submissions for the newsletter.
- Manage volunteer appreciation budget.
- Develop new, innovative ways to show appreciation to volunteers.

Maintain volunteer lists, statistics, and forms

- Maintain computerized volunteer contact lists - distribute regularly to staff.
- Collect statistics re: volunteer recruitment, attrition, appreciation.
- Review current forms & develop new forms as appropriate.

Public Relations

- Develop and maintain effective, respectful working relationships with health care professionals.
- Develop and maintain effective relationships with all stakeholders in the Port including guests, volunteers, practicum students, donors, health care professionals, neighbors, students, and the community at large.
- Answer questions concerning the Port and fundraising activities.
- Conduct Port tours and meet with sponsors as appropriate.
- Represent the Port at community/fundraising events as requested by the Executive Director.
- Attend community engagement network meetings as required.
- Lead and attend volunteer recruitment events.
- Promote A Port in the Storm to various organization to increase operational capacity.
- Represents the organization professionally, positively, respectfully.

Marketing, Communications and Fundraising

- As requested, provide information to the public on 3rd party events and direct to the Executive Director for follow-through.
- Provide information to guests and potential donors on ways to give.
- Identify guests for testimonials and personal stories for marketing, communication and fundraising requirements.
- Support the Executive Director and/or board in marketing, communication and fundraising initiatives as required.

Participate in Continuous Quality Improvement (CQI) initiatives

- Identifying areas for quality improvement, while implementing changes where appropriate.
- Participate in regular staff and program development meetings.
- Participate in regular meetings with the Executive Director.
- Seek and initiate areas of professional development.

Specific Skills:

- Post-secondary education in social services and/or equivalent experience
- Experience in volunteer management
- Minimum 3-5 years in a management role
- Experience with QuickBooks would be an asset
- Proficiency in Microsoft Office
- Experience using E-tapestry or similar fundraising software would be an asset
- Excellent interpersonal, oral and written communication skills
- Self-directed, exceptional organizational and problem-solving skills
- Reliable and flexible
- Respect a culturally diverse population
- Hold a valid Class V drivers license and willingness to travel within the city
- Successfully completed a criminal record check