

INTERNAL/EXTERNAL POSTING
Volunteer and placement Student Coordinator
(28 hour/week - 1 Year Contract position – possibility of extension)

Delta Family Resource Centre (Delta Family) is a Black-led, Black serving and Black mandated (B3) non-profit community organization which also continues to serve the local communities of Northwest Toronto which it has been part of for more than 40 years. A multi-site organization committed to creating vibrant communities where Black potential is nurtured and celebrated, and all people thrive. The agency provides a wide range of programs, services and activities that enhance individual/organizational skills and promote well-being and healthy communities. Delta Family is committed to equity and works to model meaningful community development.

Delta Family has received 3-year funding to introduce Bridging Horizons, a settlement program for convention refugees and permanent residents which will focus on Black/African immigrants, while also serving all eligible clients. The program offers a host of culturally relevant settlement services and school-based activities that assist and facilitate the settlement journey, enhance the ability of newcomer students, parents and guardians, assisting them to function effectively in Toronto, within the school and education system, to increase settlement knowledge and improve connections to community and expand their social networks.

The Volunteer and Placement Student Coordinator will be responsible for the full cycle of volunteer and placement student management. They are an ambassador for Delta Family, promoting volunteerism, placement and internship as a meaningful way to support newcomer integration. Through culturally responsive approaches, the Volunteer and Placement Student Coordinator will ensure that volunteers, students and interns effectively support newcomers children and their families in practicing English, accessing the labor market, and expanding social networks. The role will also involve organizing workshops and social events to foster meaningful connections between newcomers and volunteers while increasing knowledge of Black and Indigenous culture and history.

Core Competencies:

- Awareness of the impact of anti-oppression, anti-Black racism and the importance of incorporating culturally relevant approaches and sensitivity, awareness in both professional conduct and work-related deliverables.
- Understanding of the impact of trauma and incorporates a trauma-informed approaches as well as intersectional approaches to gender analysis in supporting Black and racialized immigrants throughout their healing journey

Key Responsibilities

- Coordinate the full cycle of volunteer and placement student management, including recruitment, screening, onboarding, placement, supervision, evaluation, recognition, and retention.
- Recruit, engage, and support peer volunteers, mentors, and placement students to strengthen newcomer youth engagement and community integration initiatives.
- Build and maintain relationships with businesses, organizations, schools, colleges, universities, and community partners to support volunteer and placement student recruitment, engagement, and experiential learning opportunities.
- Ensure volunteer and placement student programming aligns with diverse newcomer needs and reflects culturally responsive and client-centered service delivery practices.
- Foster and maintain a welcoming, inclusive, and safe environment for volunteers, placement students, and newcomers; act as an ambassador for Delta Family Resource Centre by promoting volunteerism and experiential learning as meaningful pathways to newcomer integration and community engagement.
- Utilize culturally responsive approaches to support volunteers and placement students in effectively assisting newcomers with language practice, labor market integration, community engagement, and social connection opportunities.
- Coordinate workshops, training sessions, social events, and engagement activities that foster meaningful connections between newcomers, volunteers, placement students, and community members while promoting awareness of Black and Indigenous culture and history.

- Develop and implement targeted outreach and engagement strategies to attract volunteers and placement students for peer support, mentoring, employment readiness, and community-based initiatives.
- Conduct outreach and build partnerships with schools, colleges, universities, community organizations, and local businesses to strengthen volunteer and placement student engagement opportunities.
- Develop promotional materials and utilize social media, networking opportunities, and community engagement strategies to enhance volunteer and placement student recruitment, participation, and program visibility.
- Develop opportunities for mentorship, networking, professional development, and career-building activities for newcomers in collaboration with community and industry partners.
- Expand supports that address the needs of newcomer youth and their parents/guardians through volunteer and placement student engagement initiatives.
- Maintain accurate, organized, and confidential volunteer and placement student records, documentation, reports, evaluations, and tracking systems in accordance with organizational standards.
- Develop, implement, and maintain evaluation and reporting tools to measure volunteer and placement student engagement, impact, program effectiveness, and service outcomes.
- Track volunteer hours, placement student activities, contributions, participation, and feedback to support continuous program improvement and accountability.
- Provide supervision, guidance, mentorship, and ongoing support to volunteers and placement students to ensure successful integration into program activities and organizational expectations.
- Perform additional related duties aligned with the objectives of the role as required

QUALIFICATIONS AND SKILLS

- Degree or diploma in Volunteer Management, Social Work, Community Development, Human Resources, or a related field.
- Minimum of 2 years of experience in volunteer coordination, program management, or community engagement.
- Experience working with youth, and school-based volunteer initiatives.
- Awareness of the impact of Anti-black racism and the issues faced by Black communities
- Strong understanding of newcomer settlement and integration challenges, employment pathways and volunteer engagement best practices.
- Experience in recruiting, screening, training, and supporting volunteers.
- Excellent public speaking, outreach, and marketing skills to promote volunteer roles effectively.
- Ability to build relationships with schools, businesses, and community organizations to expand volunteer opportunities
- Familiarity with GBA Plus, trauma-informed approaches, and anti-oppressive frameworks.
- Strong organizational skills to plan and manage volunteer engagement activities, networking events and training sessions
- Event planning and facilitation skills – ability to organize and facilitate group gatherings, workshops and recognition events
- Proficiency in data tracking, evaluation, and reporting tools.
- Ability to facilitate training, workshops, and networking events.
- Proficiency in a second language relevant to the communities served is an asset.

COMPENSATION: \$54,306 - \$56,311 per annum (Pro-rated for 28 hours/week)

Delta Family is an equal opportunity employer

Forward your resume and cover letter quoting **Bridging Horizon's Volunteer Coordinator**

Email: hiring@dfrc.ca

Hiring Committee Delta Family Resource Centre

Closing Date: Position Open till filled

As a unionized workplace, internal candidates will be processed before external applicants are considered.

Delta Family thanks all applicants; however only short-listed candidates will be contacted.