

## **JOB TITLE: VOLUNTEER/COMMUNITY ENGAGEMENT MANAGER**

### **ABOUT US**

RBC Bluesfest is a non-profit, charitable organization overseen by a volunteer board of directors which has existed since 1994 and operates an annual outdoor music festival in downtown Ottawa. The organization directly manages other events such as CityFolk, Festival of Smalls Halls & Chef's Table.

We're looking for someone to join our team and take the lead in promoting, advancing and refining our volunteer recruitment and engagement process within the community. As the ideal candidate you:

- Understand the essential role volunteers play at our live music events, and are committed to identifying areas of improvement to create a fantastic volunteer experience.
- Enjoy connecting with members of the community and collaborating with others
- Approach new roles with agility and creativity, and will set yourself to learning the context, seeing the big picture and implementing our volunteer program
- Are an experienced and excellent team player and leader, with exceptional interpersonal skills
- Are comfortable creating and executing clear, well written communication plans that speak to a variety of audiences
- Have direct experience with conflict resolution and human resource strategies to create an environment with clear expectations and frameworks to set participants up for success

Our volunteer program engages 2000+ volunteers per year. We work with a team of over 100 volunteers in direct leadership roles who assist with planning volunteer led areas at our festivals and events. Whether we're engaging with a volunteer for the first time, or working alongside a volunteer with 20 years of experience, our goal is to create a welcoming, safe and respectful environment for our volunteer community. Our staff team oversees the development of festival policies and procedures, and facilitates connections between departments to make our live events a fun and exciting experience.

### **SKILLS**

#### **Recruitment and Engagement**

- Develop a network of community partners who would, on an ongoing basis, refer potential volunteers to fulfill current and future needs
- Facilitate recruiting presentations and provide promotional material and displays for post-secondary learning institutions, youth social clubs, and corporations
- Maintain links with current recruiting sources and assist in the development of new ones
- Implement innovative ways to engage the community for the purposes of participation and programs and involvement in the organization at all levels
- Utilize links with, businesses, foundations and other individuals and strengthen existing ones to encourage engagement and support of the organization

#### **Human Resources**

- Experience working in non-profit organizations
- Actively involved in recruitment by preparing job descriptions, posting ads and managing the volunteer leadership hiring process
- Experience implementing effective onboarding plans
- Have developed and delivered training and development programs
- Recognize the current and ongoing needs of the organization and manage our human resources to accommodate those needs.

## **Communications**

- Confident motivational speaker and able to conduct effective orientation and training sessions
- Excellent communication skills and able to make inspiring presentations
- Exceptional written communication skills to create clear correspondence plans that speak to a variety of audiences

## **RESPONSIBILITIES**

- Oversee and manage the Volunteer Services team in the planning and community volunteer recruitment cycle for events produced by the Team Behind Bluesfest (RBC Bluesfest, CityFolk, etc.)
- Engage current and prospective volunteers in the application, onboarding and training process; including creating new opportunities for prospective volunteers to participate in our events (eg. community engagement, corporate employer engagement, student engagement, etc.)
- Oversee and manage the Volunteer Services framework of participation, including but not limited to: code of conduct, terms and conditions, conflict resolution, policies, and appreciation efforts
- Work in collaboration with staff teams to provide volunteer support for programs and events.
- Effectively address and resolve volunteer staffing conflicts and volunteer concerns
- Recognize and support volunteers as needed including planning and implementing an annual volunteer recognition event.
- Contribute to new and innovative ways of improving volunteer experiences.
- Responsible for volunteer retention through recognition, conflict resolution, communication and relationship building.

## **QUALIFICATIONS**

- Experience planning, organizing, and priority setting to manage conflicting priorities and scheduling needs
- Knowledge of and ability to use computer/database systems including Google Suites, Microsoft Office, WordPress, Human Resources & Scheduling software
- Able to effectively multitask and problem solve
- Must possess strong interpersonal and public speaking skills with a commitment to provide respectful, culturally-competent communication
- Demonstrated management and group facilitation skills
- Demonstrated ability to function in a leadership capacity in a team setting

## **ASSETS**

- Minimum 3 years of volunteer management experience
- Minimum 2 years of leadership or supervisory experience
- Previous experience working with RBC Bluesfest
- Ability to comfortably communicate in French
- Graphic design skill
- Knowledge of social media platforms
- CPR/First Aid
- Smart Serve

In conjunction with the Volunteer Department, the Volunteer Manager will manage, support, and develop our Volunteer Program, a team of 2000+ volunteers. This is a **Full time, year round** position, flexible work location and conditions (home, office, festival site) and exact hours to be determined.

Starting salary range of \$42,000-\$56,000 based on experience along with medical, dental, and RRSP benefits to be determined through the interview process.

The RBC Bluesfest is committed to building an inclusive workforce reflecting the demographics of a Canadian society. The organization has also developed policies and procedures in order to ensure a barrier-free selection process and workplace.

More information at; [ottawabluesfest.ca](http://ottawabluesfest.ca) , [Cityfolkfestival.com](http://Cityfolkfestival.com) , [ontariosmallhalls.com](http://ontariosmallhalls.com)

**TO APPLY**

Forward a PDF copy of your resume and cover letter to [mrouleau@ottawabluesfest.ca](mailto:mrouleau@ottawabluesfest.ca). Please note, only selected candidates who meet the selection criteria will be contacted for an interview.

All successful applicants will be required to attest that they have received at least two Covid-19 vaccinations and the successful candidate will have to submit proof. Successful applications will also be required to complete a vulnerable sector screening or submit an existing screening completed within the last two years.