



Winnipeg Humane Society – Job Posting #2024-03-01.

Date: February 29th, 2024
Position Title: Manager, Volunteer & Foster
Department: Volunteer & Foster
Reports to: Director Volunteer & Foster
Classification: Non-Union
Hours: Monday to Friday, 9:00 a.m.-5:00 p.m.
Start Date: ASAP

Position Summary:

The Manager Volunteer & Foster is responsible for motivating and coaching the team through excellent service, communication, guidance, and representing the WHS with a high degree of integrity. Reporting to the Director Volunteer & Foster, the Manager is expected to pursue the established responsibilities while working directly and collaboratively with department heads and staff.

Responsibilities:

The Manager Volunteer & Foster will work closely with the Director Volunteer & Foster to facilitate and ensure the successful overall operation of the Volunteer/Foster department. This will include managing administrative and employee functions, including overseeing staff as well as responsibility for developing activities related to programs, training, and protocols.

RESPONSIBILITIES SPECIFIC TO THE JOB LEVEL

Leadership

- Provide team members with positive coaching and feedback, building a work environment that reflects the WHS values and culture.
- Create a friendly and professional environment to enhance courteous service; ensure clean, attractive, and organized work areas.
- Train, direct, and supervise staff, delegate duties to coordinator and staff.
- Provide coaching to develop staff, using clear and constructive feedback and additional training as needed to enhance individuals' performance.
- Schedule staff and ensure accurate record-keeping for payroll purposes.
- In collaboration with Directors or direct reports, coordinate and facilitate performance conversations for all employees within the team, per established standards.
- Support the Director or direct report with recruitment, interview, and selection of new staff.

- Provide input, participate, and make recommendations on corrective actions, as requested, for performance-related issues.

Management

- Lead the daily operations and ensure ongoing alignment with departmental work plans and WHS priorities.
- Provide daily and regular oversight and feedback to team members, ensuring that work responsibilities are well understood, and requirements are met.
- Provide direction on potential need to shift priorities or deal with emerging or emergent needs.
- Seek guidance from Director or direct report to confirm recommendations or decisions related to operations, where clarification may be required.
- Schedule and facilitate regular team meetings to encourage feedback and drive initiative for continued improvement, aligned with WHS values and culture.
- Provide regular reports, per the established schedule, to the Director or direct report on department activities and needs.
- Display initiative through recommendations and enhancements for consideration.
- Attend and co-facilitate Management meetings, ensuring comprehensive record-keeping per established standards.

Financial

- Provide input into the budgeting process.
- Diligently manage expenses according to the budget.
- Proactively report on any suspected anomalies, inconsistencies, or potential deviations from the budget.
- Ensure that all records are accurate and complete.

Business Development

- Support business development activities and initiatives as directed.
- Provide input and recommendations for existing or new business development activities and initiatives.

RESPONSIBILITIES SPECIFIC TO THE ROLE

Volunteer & Foster

- Participate in team planning sessions, department action plans, and progress evaluations for volunteers.
- In conjunction with department Managers, develop materials for orientation and training.
- Establish connections with other volunteer/foster managers across North America to generate and share ideas.
- Through active sourcing activities, ensure a strong volunteer infrastructure is developed to provide support to teams.
- Responsible for management and input into the strategy for volunteer and foster recruitment.

- Oversee Key Performance Indicators (KPI), reporting, running statistics and review of plans.
- Determine volunteer support in all departments which requires regular meetings with managers.
- Creates new activities and training requirements related to roles.
- Coordinates the day-to-day management of tasks.
- Communicates with the Director to identify deficiencies in training and related performance issues; coaches as required.
- Collaborate with the Coordinator and develop volunteer and team guidelines.
- Create and update Standard Operational Procedures for Volunteer and Foster.
- Purchase, maintenance, and distribution of departmental equipment and supplies as required; maintain records.
- Respond to volunteer or foster complaints and comments.
- Creates scripts, systems, protocols and is a model for high service standards.
- Initiate and support respectful relationships with community partners, and rescues to promote the mission, goals, and objectives of WHS.
- Measure and analyze volunteer/foster engagement through the development of assessments, evaluation programs, surveys, and reporting.
- Plan, develop, and work closely with the coordinator to execute volunteer/foster appreciation events, opportunities, and recognition program(s).
- Other management duties that arise while leading, organizing, and controlling the operations of the team, or assigned by the Director or direct report.

Authority:

Authority to perform all assigned duties and responsibilities within established policies and procedures.

Accountability:

- Part of the Management Team, the role supports the integration and implementation of strategy and direction of the operations and supervision of the team.
- The incumbent supports the development of methods and procedures for attaining specific goals and objectives and receives guidance on specific goals and objectives.
- Manage the day-to-day operations and supervision of the Volunteer & Foster Teams.
- Maintain confidentiality on all matters pertaining to the Winnipeg Humane Society.

Participates in creating a thriving Culture of Philanthropy at Winnipeg Humane Society by:

- Being knowledgeable and supportive of WHS programs.
- Sharing their passion for service to animals, people, and our community with our guests.
- Serving as an inspiration to all guests by providing an exemplary level of animal care and guest service.
- Being able to communicate a compelling case for support that demonstrates the impact of philanthropy on the Winnipeg Humane Society.

Qualifications & Experience:

The following are mandatory qualifications for this role:

- Post-secondary college or university education in relevant field(s).
- Minimum two years of successful management/supervisory experience, preferably in a unionized environment.
- Demonstrated experience in delivering quality customer service.
- Proven track record leading/mentoring staff and performance management.

The following qualifications are desired and would be considered assets:

- Experience running multiple departments and staff teams.
- Fear-free certification.
- Volunteer management course or program certification, an asset.
- Conflict resolution experience preferred.
- Experience working in a non-profit environment.
- Previous experience with Better Impact, a database tool.

Knowledge & Skills:

The following are mandatory knowledge and skills for this role:

- Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective tools and techniques.
- Excellent communication skills, both written and verbal; must communicate effectively with management, staff, volunteers, and clients.
- Ability to respond to concerns and take corrective action to ensure customer satisfaction.
- Demonstrate time-management and organizational skills. Flexibility with changing priorities and the ability to remain focused to meet target timelines.
- Ability to maintain the utmost confidentiality on all matters pertaining to the Society.
- Performance management and mentorship.
- Ability to understand and work within a budget.
- Ability to motivate staff.
- Strong public speaking skills.

Personal Attributes:

The following are mandatory personal attributes for this role:

- Strong sense of commitment and personal dedication.
- Demonstrated growth mindset and ability to problem solve.
- Commitment to organizational and team member development.
- Solutions-oriented, and results-driven.
- Ability to independently manage multiple tasks in a fast-paced environment.
- Strong aptitude to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Mature, organized, and independent individual with sound judgement

- Strong reporting skills.
- Responsible and motivated, committed to the goals and objectives of the Society.
- Ability to remain calm with demonstrated resiliency in high-pressure environments.

Exemplifies Winnipeg Humane Society's Core Values:

- We let empathy guide our commitment to animal welfare and approach to all individual beings, people, and animals alike.
- We value and accept each other.
- We are committed as an organization to lead with integrity and accountability.
- We are guided by innovation and remain open to change.
- We foster an inclusive, purposeful, and safe communication space.

Please quote the Job Posting Number in your email or cover letter subject line along with your salary expectation.

Forward your resume and cover letter to:
Kelle Greene, Director Volunteer & Foster
KelleG@winnipeghumanesociety.ca

We are committed to ensuring employment opportunities are accessible for all applicants. If you require accommodation support during the recruitment process, please contact kelleg@winnipeghumanesociety.ca. Application materials, including letters of reference, will be handled under the Freedom of Information and Protection of Privacy Act (Manitoba).

NO PHONE CALLS PLEASE

The WHS values diversity and equality in its team. All qualified applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age.

We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit <https://winnipeghumanesociety.ca/about-us/careers>