



## Manager, Volunteer and Community Engagement

**Type:** Full-time (40 hours per week)  
**Reports To:** Vice-President, Community Engagement, Marketing and Communications  
**Direct Reports:** None

### About Habitat for Humanity

Habitat for Humanity is one of the most trusted and recognized non-profit brands in the world. Habitat for Humanity Southern Alberta ("Habitat") is one of the only affordable home ownership providers in Southern Alberta, addressing a critical need in our community – helping families achieve housing stability.

Through Habitat, kids can put down roots and parents can start planning for a brighter future in a safe and secure neighborhood. With the help of sponsors, donors, community partners and volunteers, Habitat builds quality homes and helps families enter the housing market by purchasing homes through our affordable mortgage program.

These no interest mortgage payments are used to build more homes for more families, creating a cycle of paying-it-forward and a sustainable financial model. Home ownership builds long-term stability and independence for families, while offering lasting, tangible benefits to our entire community.

Habitat is also fortunate to have one of the largest and most successful ReStore operations in Canada. The ReStore is a social enterprise that sells new and gently used furniture, appliances, and building materials. Products are donated by businesses and households, and with three retail outlets, the ReStores are a large enterprise, contributing over \$1M annually to Habitat's mission.

Habitat for Humanity Southern Alberta was established in 1990 and now works in 13 communities across Alberta, managing a portfolio of approximately 250 families, with a multi-million dollar construction and land development program. To date, Habitat has partnered with over 300 families, impacting the lives of more than 900 children.

Habitat is a complex organization with several different operating components to its whole, each bringing its own unique and connected set of challenges in support of our sustainable financial model: an affordable homeownership program, a land acquisition and construction program, a volunteer program, multiple fundraising programs, community relationship building and the ReStore retail outlets.

Success at Habitat is when the entire organization works together to dramatically increase impact, while having fun and learning along the way. The culture at Habitat involves no ego driven mandates and is built on passion and purpose.

### Purpose

This role is responsible for the development, implementation, administration and supervision of Habitat for Humanity Southern Alberta's (HFHSA) volunteer program in accordance with HFHSA's mission, vision and business plan. This includes the recruitment and development of new volunteers, the administration of the volunteer database, coordination of all volunteer programs, liaising with all HFHSA business units and regional Chapters to understand and meet their volunteer needs, and the development of volunteer



engagement, recognition and retention activities. This role is also responsible overseeing the assignment of volunteers and participants to build sites, ReStore and other areas of Habitat. In addition, the role will be responsible for engaging with the community to build the understanding of Habitat as an organization and as an advocate for housing in Canada. This is a full time, paid position.

### **Key Responsibilities:**

- Volunteer programming including but not limited to:
  - Program development, planning and execution.
  - Program administration, evaluation, tracking and risk management.
  - Volunteer recruitment, screening and selection.
  - Volunteer development, scheduling, training, support, retention and engagement.
  - Volunteer recognition.
- Collaborate with other HFHSA business units to identify volunteer requirements.
- Program communications and community engagement.
- Support and participate in other HFHSA projects and initiatives as required.
- Community engagement programming including but not limited to:
  - Develop innovative ways to showcase the Habitat's programs, recognized through local and regional channels.
  - Actively engage with communities and partner organizations allowing relationships and trust to build and strengthen over time. Proactively seek opportunities to interact with our community and stakeholders through:
    - Presentations.
    - Community events.

### **Qualifications**

- 3 to 5 years' experience in a successful volunteer program.
- Experience volunteering for non-profit organizations.
- Excellent communication, interpersonal, team-building, and facilitation skills.
- Evidence of experience in conflict resolution and the ability to understand and manage competing priorities.
- Ability to balance competing priorities and address issues in a complex and dynamic environment.
- Knowledge of and proficiency with Salesforce or a comparable CRM system.
- Public speaking skills.
- Well-developed interpersonal skills.
- Strong attention to detail.
- Experience in a non-profit and/or affordable housing environment.
- Ability to work in a multi-cultural environment and implement practices supportive of diversity.
- Ability to work some evenings and weekends as required.
- Transportation to visit build sites and Chapters located within Southern Alberta.

Please send your Cover Letter and Resume to [jobs@habitatsouthernab.ca](mailto:jobs@habitatsouthernab.ca) by **May 20, 2023** with **Manager, Volunteer and Community Engagement** in the subject line.

*Habitat for Humanity Southern Alberta is an equal opportunity employer. We thank all applicants for your interest in this position. Please note that only those candidates selected for an interview will be contacted.*