Purpose
The Volunteer Leader is responsible for organizing and leading a group of volunteers who contribute to donor satisfaction and retention. The Volunteer Leader guides the interaction of the volunteer team with donors and Canadian Blood Services staff at clinics. This role may also assist with donor recruitment, outings and clinic promotions in the community as well.

How this role helps save lives
By effectively engaging volunteers in clinics and in communities, Canadian Blood Services is able to meet the needs of Canadians who need blood and blood products as well as provide excellent customer service to our donors who will continue to donate.

Acceptance Criteria
- Suitable skills and experience
- Read and sign applicable registration forms
- Completion of volunteer orientation and training

Skills, Abilities, Traits
- Friendly, outgoing and possess refined communication skills
- Demonstrated organizational skills
- Able to work independently as well as in a team environment
- Sensitive and respectful of the dignity of all people
- Able to observe and react appropriately to adverse situations
- Professional in manner and appearance
- Reliable and punctual
- Previous leadership experience or volunteer coordination experience
- Accomplished team-building skills and an ability to delegate effectively
- Able to motivate and guide others

Time Commitment
- Time commitment to be determined by Volunteer Resources

Activities and Tasks Associated with the Assignment
This assignment has a variety of duties which may include, but is not limited to, the following:
- Provide orientation, training, recognition and support to volunteers
- Develop and maintain effective working relationships with supervisors, clinic staff and other volunteers
- In consultation with Donor Services, may assist with clinic promotions and donor recruitment efforts as required
- In consultation with clinic staff, assign volunteers to appropriate clinic stations
- Act as a liaison between volunteers and Volunteer Resources staff by reporting any issues, comments or concerns to either Clinic Services staff or Volunteer Resources staff
- Assist with scheduled evaluation and feedback meetings with volunteers who have been with the organization for three months or more on a regular basis
- May assist with identification and training requirements of new volunteers
IN-CLINIC VOLUNTEER – LEADER, continued

• In consultation with Donor Services staff, may take a lead role within the community with clinic promotions (posters, advertising, food donations etc) as required
• Communicate updates to volunteers on Canadian Blood Services programs and initiatives
• May assist with scheduling of volunteers

Success Measures and Outcomes
Volunteers Leaders are expected to:
• Provide support to volunteers by ensuring volunteer management best practices
• Maintain current and appropriate body of knowledge necessary to perform responsibilities of the position
• Report any issues to Volunteer Resources contact
• Be familiar with volunteer management best practices
• Fulfill training requirements and volunteer commitment
• Represent the organization and promote Canadian Blood Services programs and services within the community
• Develop and maintain effective working relationships with supervisors, clinic staff and other volunteers

Orientation/Training
• Canadian Blood Services National Orientation
• Privacy Training
• Centre specific procedural training
• Volunteer Program Policies and Procedures

Reports To
• During clinic operations – Clinic Services staff contact
• Overall – Volunteer Resources contact
• Promotions and recruitment – Community Development Coordinator

Benefits
• Satisfaction of knowing your efforts are helping save lives and improving the quality of life of those requiring blood and blood products
• Opportunity to contribute to Canada’s blood system by assisting donors to feel valued and appreciated for their donation
• Opportunity to build and develop skills in volunteer management best practices
• Supporting volunteers in their role with the organization
• Meet and interact with a variety of people
• Opportunity to demonstrate leadership ability and skills
• Recognition program which includes Years of Service recognition, attending regional events, National Volunteer Week.

Working Conditions and Physical Effort
• Work is normally performed in a typical interior work environment
• Possible exposure to blood