

VOLUNTEER COORDINATOR

Regeneration Outreach Community

Reports to: Director of Development

About Regeneration Outreach Community

Regeneration Outreach Community exists to serve individuals and families in Brampton who are experiencing homelessness, poverty, food insecurity, and social isolation. We believe every person has inherent worth and deserves to be welcomed, treated with dignity, and given opportunities to experience belonging, stability, and renewed hope. We base our work on the words of Jesus found in Matthew 25: 35,26 (NLT), “For I was hungry, and you fed me. I was thirsty, and you gave me a drink. I was a stranger, and you invited me into your home. I was naked, and you gave me clothing. I was sick, and you cared for me. I was in prison, and you visited me.”

Our Vision

A community where every person is valued, loved, and empowered to thrive with dignity and hope — where hunger, loneliness, and despair are met with compassion, care, and belonging.

Our Mission

Guided by our core values of Love, Integrity, Hope, and Hospitality, Regeneration Outreach Community provides essential care, compassionate support, and pathways toward stability for individuals experiencing homelessness, poverty, and social isolation in Brampton.

Our Values

- Love – The Foundation of Everything: We respond to others with compassion, empathy, mercy, and genuine concern for their well-being.
- Integrity – We Do What We Say: We serve with honesty, accountability, consistency, and a commitment to excellence in all we do.
- Hope – Restoration is Possible: We believe in the dignity, potential, and possibility of a better future for every person.
- Hospitality – You Belong Here: We welcome people with generosity, warmth, and respect, creating meaningful connections where everyone can feel seen, valued, and that they belong.

Position Summary

The Volunteer Coordinator is responsible for coordinating, supporting, and strengthening Regeneration Outreach Community's volunteer program, including individual volunteers, community groups, businesses, churches, schools, organizations, and other community partners.

The Volunteer Coordinator works closely with staff across Regeneration to provide volunteers and groups with welcoming, organized, meaningful, and engaging opportunities to serve. The Coordinator helps participants understand Regeneration's mission, values, programs, and approach to serving our community while ensuring that volunteer involvement effectively supports the day-to-day needs of the organization.

A key part of this role is building relationships. The Volunteer Coordinator serves as an important connection between Regeneration and the individuals and groups who give their time to support our work at all locations.

Volunteer Recruitment, Scheduling & Administration

- Respond to inquiries from individuals and groups interested in volunteering with Regeneration.
- Recruit, schedule, and coordinate individual and group volunteers across Regeneration's programs.
- Maintain accurate volunteer information, schedules, records, and communications using Volgistics and shared calendars.
- Prepare volunteer information and orientation materials as required.
- Develop and communicate weekly volunteer schedules for programs, special events, and other opportunities.
- Follow up with prospective volunteers and ensure appropriate onboarding requirements are completed.
- Monitor volunteer needs across the organization and work with program managers to address scheduling gaps and changing needs.

Volunteer Orientation, Training & Support

- Facilitate volunteer orientations, meetings, shadow shifts, and volunteer surveys.
- Ensure volunteers understand Regeneration's mission, values, expectations, policies, and appropriate boundaries.
- Provide clear instructions and ongoing support to volunteers while they are serving.
- Help create a welcoming environment where volunteers feel valued, prepared, and connected to the mission.
- Respond to volunteer questions, concerns, and feedback and involve appropriate management staff when necessary.
- Recognize and appreciate volunteers and help develop strategies that strengthen volunteer engagement and retention.

Group Volunteer Experiences

- Coordinate meaningful volunteer and service experiences for businesses, churches, schools, community organizations, corporate teams, and other groups.
- Communicate with group leaders from the initial inquiry through scheduling, preparation, participation, and follow-up.
- Work with group leaders to develop experiences appropriate to the interests, size, age, and needs of each group.
- Provide tours of Regeneration's facilities and programs for prospective volunteer groups and community partners as required.
- Prepare presentations, orientation materials, and other resources appropriate to each group.
- Introduce participants to Regeneration's mission, programs, community impact, and approach to serving people with dignity.
- Coordinate volunteer activities, assignments, workspaces, and required materials with appropriate program managers before each group's arrival.
- Coordinate with the Managers regarding work that needs to be done.
- Welcome and orient groups upon arrival and provide clear direction and oversight throughout their experience.
- Work with Regeneration staff to ensure groups are appropriately supported and integrated into the day's activities.

- Create opportunities for participants to better understand issues affecting people experiencing poverty, food insecurity, homelessness, and other challenges.
- Help participants connect their hands-on experience with broader themes of compassion, dignity, community, service, and social responsibility.
- Ensure volunteer activities and workspaces are properly prepared before groups arrive and tidied following the experience.
- Follow up with groups to express appreciation, invite feedback, and encourage continued engagement with Regeneration.

Community Engagement & Relationships

- Build and maintain positive relationships with volunteers, churches, businesses, community organizations, schools, and other partners.
- Represent Regeneration at presentations, community events, volunteer fairs, booths, and other engagement opportunities as required.
- Collect volunteer stories, testimonials, quotes, and examples of impact that can be shared with the Development team.
- Identify opportunities to deepen relationships with individuals and groups who volunteer with Regeneration.
- In partnership with the Director of Development and Logistics Manager, assist with the coordination of seasonal and in-kind donations when required.

Program Support & Collaboration

- Work collaboratively with program managers and staff to ensure volunteer involvement supports operational needs.
- Coordinate volunteer assignments with the Meal Program, Marketplace, Warehouse and Logistics, and other Regeneration programs and activities as required.
- Provide volunteer or program coverage when appropriate and needed.
- Participate in regular meetings and check-ins with the Director of Development.
- Provide feedback and recommendations regarding volunteer participation, engagement, retention, and opportunities to improve the volunteer program.
- Support Regeneration events and special initiatives as required.
- Perform other related duties as assigned.

Qualifications

- Experience coordinating volunteers, community programs, groups, events, hospitality, or a related area is preferred.
- Strong administrative and organizational skills.
- Experience using volunteer-management software such as Volgistics is an asset.
- Comfortable using shared calendars, email, Microsoft Office, or similar workplace technology.
- Experience working with businesses, churches, community organizations, schools, or other groups is an asset.
- Valid Ontario G driver's license and clean driving record where required for organizational responsibilities.
- Ability to complete a satisfactory Vulnerable Sector Check.

Key Skills & Competencies

- Excellent verbal and written communication skills.
- A warm, welcoming, and professional approach to volunteers and community partners.
- Strong interpersonal and relationship-building skills.
- Confidence speaking to and leading both small and large groups.
- Ability to give clear, concise instructions and constructive feedback.
- Strong organizational, scheduling, and time-management skills.
- Ability to manage multiple groups, volunteers, schedules, and priorities.
- Strong teamwork and collaboration skills.
- Good judgment and the ability to respond appropriately to changing circumstances.
- Excellent customer-service skills.
- A positive attitude and consistent energy when working with volunteers and guests.
- Ability to communicate Regeneration's mission and impact in a compelling and respectful way.
- Ability to work effectively with people from a wide variety of backgrounds and life experiences.

**PLEASE EMAIL A COVER LETTER AND C.V. TO HIRING@REGENBRAMPTON.COM AND PUT IN SUBJECT LINE
VOLUNTEER COORDINATOR**