VOLUNTEER ENGAGEMENT COORDINATOR

Reviewed Aug 5, 2026

Location: Victoria, BC / Hybrid
Time commitment: Approximately 5–7 hours per week
Preferred commitment: Minimum six months
Reports to: Executive Director or designated VIRCS staff member

About VIRCS

The Victoria Immigrant and Refugee Centre Society (VIRCS) supports newcomers, immigrants, refugees, and diverse communities through settlement, employment, language, youth, family, community-building, and other responsive programs.

Position Overview

The Volunteer Engagement Coordinator will help VIRCS build a welcoming, organized, and meaningful volunteer program. Working under staff supervision, the volunteer will coordinate recruitment, onboarding, communication, placement, recognition, and basic recordkeeping for volunteers across VIRCS programs.

This position is well suited to someone who enjoys working with people, creating organized systems, and helping volunteers contribute successfully to the community.

Key Responsibilities

- Maintain an updated list of volunteer opportunities and program needs.
- Prepare and post volunteer opportunities using approved VIRCS information.
- Respond to general volunteer inquiries and coordinate introductory conversations.
- Support volunteer applications, reference checks, orientation, and onboarding.
- Help match volunteers with appropriate opportunities based on their interests, skills, availability, and program requirements.
- Maintain accurate and confidential volunteer records, including contact information, placements, hours, training, and required documentation.
- Conduct periodic check-ins with volunteers and program supervisors.
- Identify common volunteer questions, challenges, and support needs and bring them to the appropriate staff member.
- Help coordinate volunteer orientation, appreciation, and recognition activities.
- Gather volunteer feedback and assist with simple program reports and statistics.
- Recommend practical improvements to volunteer forms, procedures, communications, and resources.
- Promote a welcoming, inclusive, culturally responsive, and respectful volunteer experience.

Qualifications and Attributes

- Strong interpersonal, communication, and organizational skills.
- Comfortable working with people from diverse cultural, faith, linguistic, and professional backgrounds.

- Reliable, approachable, respectful, and able to maintain appropriate boundaries.
- Able to manage information carefully and protect confidentiality.
- Comfortable using email, Microsoft Office, shared documents, spreadsheets, and online forms.
- Experience in volunteer coordination, human resources, community services, administration, or nonprofit work is an asset.
- General knowledge of immigrant- and refugee-serving organizations is an asset.
- Additional languages are welcome but not required.

Role Boundaries

This volunteer position does not have authority to hire, dismiss, discipline, or formally evaluate volunteers or staff. Matters involving complaints, conflicts, safety, privacy, accommodations, or performance concerns must be referred to the designated VIRCS staff supervisor.

Screening and Requirements

- Volunteer application and interview.
- References may be requested.
- Criminal record for vulnerable sector screening will be required before accessing staff, clients and program information.
- Completion of VIRCS orientation, confidentiality, privacy, and applicable safeguarding requirements.

What VIRCS Offers

- Meaningful experience supporting newcomers and diverse communities.
- Orientation, guidance, and ongoing staff support.
- Opportunities to strengthen volunteer coordination, nonprofit administration, and community engagement skills.
- A reference letter or confirmation of service upon successful completion of the agreed commitment.
- Recognition of the volunteer's contribution to VIRCS and the community.
- Subject to available funding and prior approval, VIRCS may reimburse reasonable out-of-pocket expenses incurred while carrying out assigned volunteer duties. Eligible expenses may include public transit, approved vehicle mileage, parking, or small program-related purchases.

How to Apply

Please submit a brief expression of interest and résumé explaining your relevant experience, availability, and interest in supporting VIRCS's volunteer program to clientservice@vircs.bc.ca or through our volunteer intake form: https://www.vircs.bc.ca/volunteer-program

Important: This is an unpaid volunteer position and does not constitute an offer or promise of employment, either now or in the future.