



Position: Events & Volunteer Administrator

The Organization:

Providence Farm is a therapeutic farm nestled at the base of Mount Tzouhalem in the Cowichan Valley on Vancouver Island, British Columbia. Since 1979, the Vancouver Island Providence Community Association, a registered charity and non-profit society, has been operating creative and innovative programs at the Farm for adults in the Valley with mental health issues, brain injuries and physical and emotional challenges.

Mission Statement:

Trusting in Providence, and building upon the faith-centered heritage of our founding members, we are committed to serving needs and fostering talents of people in the Cowichan Valley, especially of those not easily accepted elsewhere, through our therapeutic community at Providence Farm.

Our focus shall be upon the renewal of body and spirit, and upon people caring for the soil, and the soil nurturing the people.

Purpose of Position:

Reporting to the Finance & Fund Development Manager, the Coordinator facilitates and manages Farm Events/Rentals, Farm events, and volunteers. Secondary work includes Farm marketing, and Farm social media, donor relations tasks and administrative duties as assigned.

Education, Skills & Abilities:

A combination of education and experience in the following areas is required:

- **Excellent administrative and organizational skills**
- **Excellent information technology skills**
- **Excellent communication, customer service, and interpersonal skills**
- Ability to work independently and be a self-starter
- Ability to take responsibility and solve problems
- Demonstrated experience in budgeting
- Ability and interest in seeking new opportunities, identify gaps, and actively contribute to the Farm's growth and community connection

In addition, we are looking for:

- Ability to foster positive relationships
- Flexibility and a spirit of teamwork and cooperation
- Proficient time management skills
- Ability to model a healthy lifestyle
- A warm and empathetic presence

A successful Criminal Record Check processed through the Ministry of Public Safety is required for this position.

Duties and Responsibilities:

During C-19, the ratio of work is less upon bookings and rentals and more upon administrative duties and volunteer coordination.

1. Bookings and rentals

- Manage tour, rental and events bookings (and changes to bookings) from initial contact through to final payment, ensuring excellent service is provided to customers and due diligence to contractual obligations.
- Maintain an ongoing calendar and database of bookings and rentals.
- Correspond with various customers as required.
- Liaise with Farm finance staff to ensure accurate and timely invoicing.
- Liaise with Farm site maintenance staff to ensure that all areas that are being rented are kept clean, tidy and visually attractive and welcoming at all times; follow up with Site Manager for damage deposit clearance.
- Provide on the day hosting and troubleshooting for indoor events as required, including welcoming and promoting the Farm's purpose and mission.
- Proactively ensure all members and visitors have the information, resources and support they require to make safe, comfortable and effective use of Farm space.
- Maintain a reasonable cost and service level for bookings in line with other facilities of similar size.
- Ensure bookings do not conflict with program activities and adjust the booking schedules accordingly.
- Communicate upcoming bookings that will affect programs to staff at weekly staff meetings.
- Ensure efficient and logical bookings procedures are maintained and followed such that reception staff can independently handle on-going and long-standing bookings.

2. Volunteer coordination

- Respond to volunteer inquiries; organize and assist in volunteer orientation sessions.
- Develop and maintain a strong volunteer program at the Farm.
- Provide staff with appropriate information (e.g. areas of interest, strengths, and restrictions) of all new volunteers prior to their start date.
- Confidentially maintain electronic and paper volunteer records including applications, first aid certification records and references.
- Retain and file copies of all reports and references provided to volunteers.
- Maintain up-to-date volunteer job descriptions; post them on the Farm website as well as the Volunteer Cowichan website.
- Seek out and develop new places for volunteer recruitment.
- Follow up with volunteers to ensure the satisfaction and appropriateness of their time at the Farm.
- Recruit and train volunteers to assist with orientation, information sessions, etc.
- Develop ways to recognize and thank volunteers.
- Support committees in the organization of volunteer appreciation events.
- Assist in the organization and preparation of volunteers for fundraising events, volunteer booths and community presentations as required.
- Work with other Farm staff to schedule volunteers as required.
- Connect with Farm staff regularly to determine volunteer needs.

3. Administration

- Attend bi-weekly staff meetings.
- Assist Finance and Fund Development manager with grant and donor administration.
- Prepare confidential financial, and executive documents and minutes.
- Provide administrative support to the Program Manager as required.
- Assist with other administrative duties as required or directed by senior management.
- Use the Farm's donor relations system for maintaining and managing information.
- Post job openings to the Farm website.

4. Public relations

- Be a welcoming presence at all times.
- Encourage visitors to the Farm.
- Be available to give tours of the Farm to groups and individuals, as needed during shift.
- Provide information regarding Providence Farm when requested.

5. Marketing

- Update and promote Providence Farm events via Facebook, community calendars and different promotional websites in conjunction with the Event/Rentals coordinator.
- Provide information to local media regarding Providence Farm events.
- Solicit promotions as appropriate.
- Assist with the development of marketing materials.
- Produce and distribute monthly e-newsletter using template provided.

Hours of work:

The hours for this position total 24 per week. Schedule is flexible but requires coordination with the demands of customers/events/bookings .Tues-Fri 9-3.

Compensation:

\$19.64 -22.89 per hour.

Permanent, part-time position

2 weeks vacation increasing to 3 weeks after successful probation period according to Farm policy

Diverse:

There will be a three-month probationary period.

Farm lunches available for purchase \$2/meal (when in service).

Farm policy manual requires review and signature for agreement.

Bookings and Rentals manual available as resource.

Wellness Statement:

The Farm acknowledges the importance of healthy lifestyles and workplace wellness. It is the expectation that all Personnel will maintain their psychological, physical, spiritual and intellectual health and function as role models to the Participants of the Farm.

The Farm contributes to workplace wellness by maintaining a healthy workplace within the financial constraints of the Farm and in partnership with the Personnel of The Farm.

Job posting deadline:

To be considered for this position, please submit your resume and cover letter to jobs@providence.bc.ca by midnight on September 18, 2020 or mail/deliver it to Providence Farm, 1843 Tzouhalem Road, Duncan.

Only those applicants short-listed for an interview will be contacted, but the Farm thanks all applicants for their interest in working at Providence Farm.

Providence Farm
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