



Job Posting:

Volunteer Coordinator

Urban Bounty (UB) is a registered charity working to cultivate a resilient local food system through education, advocacy, and community-building initiatives. We connect people with where their food comes from, support local food systems, and promote environmental stewardship through hands-on programs, workshops, and events.

We are a small team of staff supported by volunteers, all passionate about organic growing and food security. We live the values of the Richmond Food Charter, and courageously engage our community to address challenges. We build community, have fun doing it, and hope to create long-term, tangible, systemic results.

The **Volunteer Coordinator** will report to the Community Programs Manager and receive oversight and support from the Executive Director. They must have experience gardening &/or small-scale farming, have experience recruiting, leading, and managing volunteers, and be passionate about urban food security and community development. The candidate must be exceptionally organized with strong customer service skills, as well as having volunteer coordination expertise and project management experience.

This role is best suited for a solution-oriented, collaborative, and compassionate individual looking to be a team member for the long term. The successful candidate will support the operations and development of our 5 core programs which include; Community Gardens, Wellness in the Garden, Urban Food Forestry, Living Soil Land Stewardship, and Seed Security. The position has significant growth potential with the opportunity to be involved in the organization's planning, design, and expansion. This individual will be essential to expanding our capacity to serve the community by recruiting, training, and supporting volunteers who are passionate about our mission.

Requirements

- Minimum 3-5 years of related experience recruiting, training, engaging, and coordinating volunteers, preferably for a non-profit or charitable organization.
- Post-secondary degree preferred in a relevant field such as Human Resources, Land and Food Systems, Sustainable Agriculture, Social Justice, Environmental Science, Horticulture, or Arboriculture.
- Continuing education certificate in Volunteer Management is preferred.

- Experience with, and passion for, supporting volunteers to feel welcome, included, and recognized as valuable members of our community, while helping them to also share their expertise and/or improve skill levels in their areas of interest.
- Comfortable leading small and large groups of volunteers and being in charge of their engagement, enjoyment, and safety.
- Ability to design and facilitate workshops and demonstrations on the principles of organic gardening, food security, seed security, environmental sustainability, and the benefits of growing urban fruit trees and native plants.
- Knowledge and experience in urban fruit recovery and/or operating a local seed library would be very beneficial.
- Compassionate communicator; able to listen and support volunteers and inspire community members to get involved.
- Tech-savvy, and skilled in data collection and management, spreadsheets/databases, word processing, email, and creating engaging content and resources to attract new volunteers.
- Proficient with Google Suite, Microsoft Office, and ability to learn new technologies.
- Familiarity with Neon One, our CRM, would be an asset.
- Experience with a range of volunteer management systems and the ability to evaluate and improve current systems and processes for both tracking and engagement.
- A clean Class 5 driver abstract and access to a reliable vehicle to transport supplies and travel to events. Mileage will be reimbursed at \$0.72cents/km.
- Ability to work flexible hours, including evenings and weekends
- Physical mobility, and ability to perform for a full day of a variety of gardening and fruit gleaning tasks including lifting (up to 50 pounds), digging in gardens, and climbing ladders.
- Willingness to work in various weather conditions in outdoor work environments.
- Have or ability to get:
 - Criminal record check with vulnerable sector search
 - Food Safe Level One
 - Emergency First Aid

Core Responsibilities

Volunteer Management (60%)

The focus for this role is managing, recruiting, training, and engaging volunteers of various ages, backgrounds, skills, and interests for all of our 5 core programs. UB provides a diverse range of volunteering opportunities for individuals, and groups, both corporate and special interest. We aim to provide opportunities that inspire, educate, and engage the participants with food security and environmentally-focused initiatives while also providing a welcoming space for sharing and community development.

Overall volunteer management will include, but is not limited to, coordinating regular volunteer work parties and shared garden tasks at all 18 community garden sites, organizing and hosting monthly volunteer gatherings and activities (Tea at Paulik), as well as working with staff and volunteers to help run numerous special projects such as annual events (Seedy Saturday), planting days, site clean-ups, fruit picks/harvesting, seed sorting/packaging, and environmental enhancement activities.

Processes and Communications

- Day-to-day administrative responsibilities include managing volunteer activities, and responding to volunteer-related inquiries via phone, email, and in person. Current volunteer management processes need to be improved and updated to integrate with our new CRM (Neon One) and to create more effective and efficient systems and processes for recruiting, tracking, reporting, and consistent engagement.
- This will also involve maintaining volunteer information in our database and filing systems, processing volunteer applications and documentation, managing volunteer supply budgets, and coordinating with the Community Engagement Coordinator to promote any opportunities, volunteer-related communications, and/or post about any events.

Volunteer Recruitment and Outreach

- Develop and implement strategic recruitment initiatives to attract diverse volunteers from across the community to support all 5 core programs.
- This includes creating compelling volunteer opportunity/job descriptions, maintaining an active presence on volunteer recruitment platforms, partnering with local businesses and educational institutions, and representing the organization at community events and volunteer fairs.
- The coordinator will ensure that recruitment efforts align with time-sensitive organizational needs and reflect our vision for healthy people, community, and environment.

Volunteer Onboarding and Training

- Responsibilities include designing and facilitating comprehensive orientation sessions for new volunteers, conducting background checks and screening procedures as required, developing training materials and resources, and ensuring all volunteers understand organizational policies, safety protocols, and their specific role responsibilities. The coordinator will create a welcoming onboarding experience that sets volunteers up for success and long-term engagement.
- While there are some standard volunteer orientation procedures, training UB volunteers is very task dependent (this is where gardening skills and experience are needed!) and can be done one-to-one with individual volunteers and/or through group orientations as appropriate for the people, event, or situation.

Volunteer Task Management and Scheduling

- Maintain an efficient volunteer management system, creating and managing volunteer tasks and schedules to ensure adequate coverage for programs and events. This includes matching volunteers with appropriate opportunities based on their skills, interests, and availability, maintaining accurate records of volunteer hours and contributions, and coordinating with other staff to identify and fulfill volunteer needs across the organization.
- This will involve working with the entire UB team to identify and prioritize tasks, activities, and oversight of volunteers. Regular volunteer tasks include community garden maintenance, green space tending (hedgerows, blueberry patches, buffer zones, etc.), Forest Garden care and development, seed sorting and packing parties, workshop and special event support, and seasonal fruit picks.

Volunteer Retention and Recognition

- Building strong relationships with volunteers is central to this role. The coordinator will implement recognition programs to celebrate volunteer contributions, organize appreciation events and activities, provide ongoing support and communication to volunteers, conduct regular check-ins to assess volunteer satisfaction and address concerns, and develop retention strategies to maintain a committed and engaged volunteer base.

Program Development and Evaluation

- Assess and continuously improve the volunteer program by tracking key metrics such as recruitment, retention, and volunteer hours, gathering feedback from volunteers and staff, preparing regular reports on volunteer program outcomes and impact, identifying opportunities to expand volunteer involvement, and staying current with best practices in volunteer management.

Program Coordination (30%)

Two of our core programs, **Urban Food Forestry** and **Seed Security**, are heavily focused on volunteer involvement, and therefore coordination/support for those programs naturally falls under this role.

Urban Food Forestry Leadership

- Collaborate with other staff and partner organizations to promote the program and associated initiatives year-round and advocate for local fruit growing.
- Develop collaborations and partnerships with potential donors, sponsors, or other organizations with similar interests.
- Organize volunteer support for ongoing care and maintenance of the UB Forest Garden, along with coordination of special events to promote and connect our community with urban food forestry initiatives.
- Schedule and perform fruit recovery site-assessments with volunteers to determine the safety and logistics of all fruit picks.
- Coordinate teams of volunteers for local fruit picks (seasonally); including scheduling both harvesting and delivering recovered fruit to community organizations.
- Recruit, train, engage, and coordinate fruit recovery volunteers, support new and existing fruit tree owners, and help to promote the program.
- Work with other staff, volunteers, and homeowners to ensure fruit picks are well-organized, fun, and safe.
- Build, maintain, and develop relationships with volunteers, homeowners, and recipient community organizations.
- Attend and assist with fruit picks and associated public events.
- Organize and potentially teach food forestry, tree care, and/or pruning classes (depending on experience and expertise).
- Track and collect program-related metrics and necessary reporting details.

Seed Security Support

- Work with the Seed Security Advisor to help promote, advocate, and provide education about seed saving and Urban Bounty's Seed Security initiatives in a variety of unique and creative ways.
- Recruit and work with a team of volunteers to manage the planning and maintenance of at least one demonstration seed saving garden, including tracking detailed crop data such as growing conditions, isolation distances, pollination status, and genetic history.
- Coordinate and train volunteers as needed for events and/or seed garden maintenance/support.
- Recruit and manage volunteers to maintain all aspects of the Seed Library and Seed Donations; ensuring seeds are stored, labeled, and maintained correctly, including conducting annual germination tests to ensure the viability of seeds.
- Ensure that our inventory of all seeds is accurate and kept up to date on our website via our CRM Neon One
- Record and track program impact and effectiveness, and implement ongoing improvements to increase volunteer and community engagement and awareness.
- Track and collect program-related metrics and necessary reporting details.

General Operations & Support for Other Programs (10%)

- Collaborate on grant writing, reporting, and sharing our stories with funders and the community, to activate and enhance Urban Bounty's programs and initiatives.
- Support the Community Programs Manager and other team members with designing and delivering a variety of workshops and special events.
- Work with the Land Stewardship Coordinator to ensure all land under the care of UB is well-tended and welcoming to all members and visitors.
- Assist the Community Engagement Coordinator with the creation of promotional materials for events and workshops as needed.
- Work with the team to create and implement ongoing improvements to our internal communication processes and operating systems.
- Coordinate and conduct programs and/or workshops in an ethical manner, creating a safe and inclusive space for all staff, volunteers, and participants.
- Assist with other exciting and supportive tasks as required.

Key Applicant Attributes:

- Exercises mature judgement, compassion, and professionalism
- Demonstrates exceptional organizational and interpersonal skills
- Comfortable organizing and leading volunteers of all ages and abilities
- Experience and understanding of organic gardening practices and plant identification
- Ability to recognize different learning styles and adjust teaching methods accordingly
- Supportive, innovative, and able to communicate with compassion and clarity

- Demonstrated skills in facilitating volunteer training ensuring all participant needs are met and tasks are completed in a timely and safe manner
- Experience or an interest in leading workshops on urban food production, environmental sustainability, and honourable land stewardship practices.

Benefits:

- Work with a growing, passionate team committed to community development, environmental protection, and food literacy.
- Be part of the thriving local food movement.
- Learn how to interpret and incorporate relevant municipal bylaws, environmental laws, and regulations.
- Build extensive knowledge and experience in the non-profit/charitable organization sector.
- Work with a wide range of community members and stakeholders, and make a difference in our vibrant community.
- Develop strong oral and written communication skills, including grant report writing in text and visual formats.
- Get to work outdoors in a variety of awe-inspiring natural environments!

Location:

This position is based out of the Urban Bounty office in Paulik Park in Richmond, BC. Travelling around Richmond, Burnaby, and Metro Vancouver is required for garden visits, meetings, program delivery, and events (access to a reliable vehicle is required). Virtual work from home is possible on an Urban Bounty laptop with advance notice and as agreed upon by the Executive Director.

Hours:

37.5 hours per week, permanent, full-time. Office hours are typically Mon-Fri 9:00 AM to 5:00 PM however, a large majority of volunteer events are late in the day or on the weekends, so a shifting schedule including evenings and weekends is likely. Flexibility in hours of work to be discussed and agreed upon with the Executive Director. A healthy work/life schedule is encouraged.

Pay:

Starting at **\$27.05/hour** during the first six months of probation, and then a lift to **\$27.75** for the balance of year one. **Vacation Days** are calculated at a rate of 4% on top of the hourly rate (**2 weeks vacation** = 10 working days) and **Wellness Days** calculated at 2% on top of hourly rate (**1 week wellness** = 5 working days). Therefore, prorated two work weeks annual vacation + prorated one work week annual wellness days. Eligibility for health credit of \$36/month after six-month probation.

- After 1 Year of Employment - Pay increase to **\$28.05/hour** with **three** work weeks annual vacation + **ten** annual wellness days + \$36/month health credit + **\$500 professional development credit + paid work anniversary day off + paid birthday off.**
- After 2 Years Of Employment - Increase based on CPI and performance.

To Apply:

Please submit a resume and cover letter describing your interest in this position and relevant experience to director@urbanbounty.ca. Please also include contact information for three professional references.

Applications will be accepted until **October 31, 2025** and we will only be contacting those who are eligible for an interview. **This position will start immediately.** Thanks for your interest!