

Retention Director

ORGANIZATION DESCRIPTION

We are a non-profit organization with over 1,000 members and a 25-year history of providing programs and services that are affordable and accessible to a wide cross section of community members. Our mission is to enrich and empower the diverse communities of Northern Hills through advocacy, providing programs and services, supporting opportunities for engagement and therefore enhancing quality of life.

DESCRIPTION

The Board of Directors is the legal authority for the Northern Hills Community Association. As a member of the Board, the Volunteer Relations –Retention Director is in a position of trust for the community and is responsible for the effective governance of the organization. Governed by the Mission Statement and working within the policies and procedures of the Association; the Retention Director will design, strengthen and deliver the strategies that enhance volunteer engagement and retention.

- Unpaid Volunteer Director Position
- Start Date: Flexible
- Remote Work / Hybrid
- Time Commitment: Average of 5-10 Hours per week
- Length Commitment: Elected term of 2 years.

RESPONSIBILITIES

- Co-chair Volunteer Relations committee.
- Promote the value and impact of NHCA volunteer contributions within the organization and the broader community.
- Work closely with supervisors and volunteers to improve working relationships, build morale, increase productivity and enhance retention.
- Serve as a volunteer champion to ensure that processes and relationships are fair and equitable, communication is open, and conflict is managed effectively.
- Develop formal and informal methods of recognition to acknowledge the contributions and milestones of volunteers.
- Collaborate with the volunteer relations team to ensure the success of volunteer retention strategies (recruitment, onboarding and training departments).
- Any additional tasks as required.

REQUIREMENTS

- Previous volunteer or professional experience in volunteer or employee relations or related experience.
- Demonstrated leadership, creativity, resourcefulness and excellent ability in planning and communicating.
- Demonstrated success in change management to influence outcomes and drive success of volunteer resources initiatives.

DIVERSE

VIBRANT

INCLUSIVE

SUSTAINABLE



@northernhillscalgary



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*Serving Country Hills, Country Hills Village, Coventry Hills,
Harvest Hills and Panorama Hills*

- Well-developed project management skills with strong attention to detail and demonstrated time management skills.
- Strong interpersonal and relationship management skills and ability to represent the NHCA in a professional manner.
- Proficiency in MS Office 365 is considered an asset.

BENEFITS OF VOLUNTEERING

- Receive a subsidized NHCA Membership after required hours (local business discounts, program discounts and more!)
- Join a community platform to pursue your passion and make a difference in your community.
- Gain volunteer hours and a deeper connection with the Northern Hills community.
- The opportunity to network with a talented leadership team and Board.
- Continue to develop interpersonal skills or apply your skills to help your community.

APPLICATION

Submit your application with your resume, cover letter and qualifications to volunteer@nhca.ca.

We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, degree completion, or disability status.

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