



APB JOB POSTING

VOLUNTEER COORDINATOR

1.0 FTE PERMANENT POSITION

Access Pro Bono (APB) is seeking a positive and energetic candidate who is both a team player and highly self-motivated for the full-time permanent position of Volunteer Coordinator.

The new APB Volunteer Coordinator will be responsible for engaging, supporting, and inspiring lawyers, law students, and members of the community to volunteer with APB across our full range of legal service programs.

This is a full-time permanent position, offering an annual salary between \$55,000 and \$65,000 (depending on experience), benefits, and five weeks of vacation annually. The successful candidate must be located in BC's Lower Mainland but may work from home on a hybrid basis. The ideal candidate will start in April 2024.

Main Duties & Responsibilities

- In collaboration with program staff, recruit lawyer and non-lawyer volunteers to support APB's pro bono programs
- Onboard and train new client call volunteers to compassionately and competently respond to calls from APB's client hotline and respond to online inquiries through APB's online triage form
- Act as the first point of contact for all interested and new APB volunteers, ensuring all lawyer and non-lawyer volunteers have accurate information about APB's programs, volunteer opportunities, and resources
- Retain and build strong relationships with existing volunteers
- Develop and implement strategies to increase volunteer recruitment, engagement, and retention
- In collaboration with program staff, lead the development of volunteer training manuals and resource materials for all APB programs
- Develop and deliver presentations to law firms, law associations, community organizations, and other stakeholders
- Participate in the planning and execution of volunteer recognition and engagement events including APB's volunteer appreciation breakfast and Pro Bono Going Public Advice-a-Thon
- In collaboration with communications staff, track and promote volunteer accomplishments in APB newsletters, on social media, and in reports to funders

Qualifications, Experience & Skills

- Post-secondary education or equivalent experience in law, legal administration and/or advocacy, social services, counseling, or criminology
- 2 or more years of experience working in a non-profit organization or charity
- Experience training and managing volunteers
- Strong record-keeping and administrative skills
- Demonstrated commitment to the advancement of social justice
- Knowledge of BC's justice system, court and tribunal procedures, and legal resources
- Excellent verbal communication and writing skills
- Experience serving people of diverse cultural and socioeconomic backgrounds with kindness and compassion
- Demonstrated ability to work independently and in a strong team environment
- Proficiency with Mac computers and Microsoft Office, and a willingness to learn and continuously adapt to new legal technologies

How to Apply

Interested candidates should email Erin Monahan (she/her) at emonahan@accessprobono.ca by **4:00pm on Friday, March 29, 2024** with their cover letter and resume attached in PDF format as **one continuous document**. No telephone calls please. Interviews will be conducted on a rolling basis, so **please apply early**. Only candidates who are shortlisted for an interview will be contacted.

APB is committed to building an inclusive and diverse workplace, representative of the diverse communities that make up BC. We strongly encourage applications from all qualified applicants. Applicants from traditionally underrepresented or marginalized groups including Indigenous people, people of colour, 2SLGBTQ+, and people with disabilities will be prioritized and are encouraged to self-identify in their cover letter if they feel comfortable doing so.