



## Volunteer Specialist

**Reports to:** Director, Development

**Role Type:** Part-time (20 hours a week), permanent

**Work Environment:** Hybrid – as per Fighting Blindness Canada's (FBC) policies – a min of 2 days in the Toronto office (subject to change and as the duties and responsibilities of the role apply)

**Salary Range:** \$28,000 - \$33,000 per year for 20 hours per week.

**About Fighting Blindness Canada (FBC).** FBC is the largest charitable funder of vision research in Canada. Over our 50+ year history, FBC has contributed critical funding for the development of sight-saving treatments and cures for blinding eye diseases. We are also an invaluable resource for individuals and families impacted by blindness, providing accurate eye health information through our website and education events, as well as engaging with government and other stakeholders to advance better vision health policies.

**About the Role.** FBC is seeking a part-time **Volunteer Specialist** to support the ongoing development and rollout of our new national volunteer program. This is an exciting opportunity to help bring a key organizational initiative to life. Building on a new volunteer program, you will help customise, operationalize, and enhance the program for FBC, ensuring volunteers are effectively engaged, supported, and equipped to make a meaningful impact.

Reporting to the **Director of Development**, you will collaborate across teams to:

- Refine and implement volunteer processes, systems, and structures
- Support volunteer recruitment engagement, recognition, and integration across all organizational activities.
- Ensure consistent volunteer practices across teams, providing guidance and support to staff and volunteers.

This part-time role offers the unique opportunity to make a national impact by helping shape a national volunteer program that is in its early stages. You will influence and implement processes, tools, and volunteer experiences that will allow FBC's program to grow, while ensuring it runs smoothly and efficiently.

## KEY RESPONSIBILITIES

Percentages indicate approximate focus areas and will shift as the volunteer program develops.

### 1. Volunteer Program Development & Implementation (40%)

- Customize structures, processes, and systems that standardize volunteer engagement, recruitment, onboarding, tracking, and recognition across the organization.
- Support development and implementation of volunteer tools, training materials, and resources to support program implementation.
- Implement improvements as the program evolves, establish benchmarks and processes to ensure consistency in volunteer management across all programs and events, including database standards, reporting, and evaluation.



- Collaborate with the Director of Development and internal and external partners to refine the volunteer program to meet FBC's needs

## 2. **Volunteer Engagement & Support (40%)**

- Support volunteer intake, onboarding, and orientation, ensuring smooth integration into organizational activities.
- Support program leads with recruitment efforts and ongoing engagement initiatives across organizational needs.
- Cultivate strong volunteer relationships to encourage long-term engagement and retention.
- Provide support for key volunteer-led activities and events as needed, offering guidance, advice, and assistance in alignment with organization priorities.
- Monitor volunteer experience and engagement, identifying opportunities for improvement, providing guidance and coaching staff to staff on best practices to standardize practices organization-wide.
- Serve as a point of contact for volunteers outside of active program cycles, keeping them informed and engaged through newsletters, updates, and year-round opportunities.

## 3. **Administration, Systems & Reporting (20%)**

- Lead the standardization of volunteer tracking in the organizational database, ensuring consistency across programs.
- Maintain accurate records, track metrics, and provide reporting to support program evaluation and planning.
- Continuously improve processes to enhance efficiency, data accuracy, and volunteer experience.
- Assist with website and system updates to streamline volunteer registration, tracking, and communications.
- Perform other duties as assigned.

## **QUALIFICATIONS:**

- Strong interpersonal and relationship-building skills; able to engage with volunteers, staff, and community partners in a professional and approachable manner.
- Diploma or bachelor's degree in a relevant field or equivalent combination of education and experience.
- 3–5 years of experience in volunteer coordination, community engagement, or program management; experience co-creating and implementing volunteer programs preferred.
- Experience working with volunteers, committees, and cross-functional teams to support organizational goals.
- Comfortable working in a start-up or program development environment, with the ability to plan, implement, and refine processes.
- Skilled in developing resources, training materials, and orientation processes for volunteers.



- Strong organizational, project management, and problem-solving abilities; able to manage multiple priorities independently in a part-time role.
- Flexibility to adapt as the program evolves and new responsibilities emerge.
- Experience with databases, CRM systems, and digital tools for tracking volunteers (experience with Raiser's Edge, or similar systems an asset).
- Awareness of accessibility considerations and experience working with or supporting people with disabilities (i.e., vision loss) is an asset, to help ensure volunteer programs and resources are inclusive.
- Flexible, adaptable, and solutions-oriented; willing to work occasional evenings or weekends as required.
- Knowledge of volunteer recognition and engagement best practices is an asset.
- Fluency in French is an asset, but not required.

If you are seeking an exciting challenge, with a dedicated team at a vision loss organization, please send your resume, along with a cover letter to [Jobs@FightingBlindness.ca](mailto:Jobs@FightingBlindness.ca). **Submissions must be received by March 1, 2026.**

We thank all candidates for their interest, however, only those selected for an interview will be contacted.

Fighting Blindness Canada is an equal opportunity employer and supports applicants with disabilities. Accommodations are available upon request throughout the recruitment process. Please email your request for accommodation with your application.