

Update

Ministry

Forestry and Parks

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Parks Volunteer Services Coordinator

Current Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Parks, Visitor Experience & Business Supports Branch



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Prog Dev & Op Support

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2023-09-01

Responsibilities Added:

- Support for volunteer program development and evaluation
- Cover-off support for division fleet and uniform logistics coordination

Responsibilities Removed:

- Direct supervision of volunteers and contractors
- Support the Volunteer Steward Program

Job Purpose and Organizational Context

Why the job exists:

Alberta's parks inspire people to discover, value, protect, and enjoy the natural world and the benefits it provides for current and future generations. Parks Division is focused on operations of facilities and services in high-value (conservation, recreation, tourism) lands to provide outstanding recreational and wilderness experiences to all Albertans. Parks Division is accountable for infrastructure management,

program delivery, and visitor services functions to ensure outdoor, nature-based recreation opportunities for all Albertans that are safe, sustainable, accessible, and enjoyable. Volunteers are fundamental in enhancing the Alberta Parks system by fulfilling vital customer-facing visitor services roles. Maintaining an active and sustainable volunteer program is critical to Alberta Parks meeting its goals and mandate, including providing meaningful visitor experiences to diverse audiences.

The position of Parks Volunteer Services Coordinator provides provincial coordination of Parks Division's direct-to-crown volunteer programs, ensuring these programs are efficiently delivered and effectively support the visitor services needs of the parks system. The primary activities of this role include: preparing and directly delivering the provincial-level operations of Alberta Parks' flagship volunteer programs, developing and coordinating volunteer program marketing and recruitment activities, overseeing a provincial inventory of volunteer uniforms and supplies, administering a volunteer information management data system, and maintaining a division toolkit of information and process resources to ensure volunteer programs are delivered by operational staff in a safe and responsible manner. The program also supports strategic volunteer program development and evaluation and provides cover-off support for Parks Division's uniform and vehicle fleet logistics functions.

This position is part of the Visitor Experience & Business Supports Branch of Parks Division. The position reports directly to the Manager, Parks Program Development & Operational Supports. This position does not have any direct staff reports; however, this position would work closely with other team members, as well as other managers and staff across the division in volunteer program delivery and program development. The position interacts regularly with direct-to-crown volunteers and other members of the general public. The position will also work closely with the manager in planning and executing projects within the functional responsibilities.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Provincial Volunteer Program Delivery

Lead the provincial coordination of Alberta Parks' flagship annual volunteer programs, including the Campground Hosts and Facility Hosts Program, to maintain effective and efficient delivery by:

- Coordinating all division volunteer recruitment functions, including for the flagship volunteer programs, by developing website and social media content, managing applications, undertaking criminal record checks, and supporting regional staff with volunteer screening activities.
- Developing annual program delivery plans with the Manager that make the most of prescribed program budgets and obtain the appropriate approvals of the plans. This includes collaborating with Regional Operations staff to identify program delivery locations, the availability of regional staff resources, and the current parks system needs to determine program scope.
- Drafting and updating program manuals and other information resources that provide volunteers with a strong understanding of the program and of the current Alberta Parks system, and ensuring these resources are effectively delivered to volunteers.
- Planning and delivering all in-person and online-based knowledge orientation and first aid training workshops for direct-to-crown volunteers that participate in provincially coordinated Alberta Parks volunteer programs (not including any programs administered by other divisions).
- Providing provincial oversight of program operations by supporting the needs of volunteer supervisory staff in the regions, maintaining regular communications with program volunteers, undertaking in-person field visits and volunteer performance assessments, and acting as a mediator and advisor in the case of personnel or program challenges.
- Supporting regular program evaluation activities and providing recommendations for program improvements.

2. Volunteer & Regional Operations Coordination

Provide direct-to-crown volunteer coordination and administration support to Parks Division's Regional Operations staff to ensure safe and high-quality experiences for all direct-to-crown volunteers participating in Parks Division-led programs by:

- Contributing to the development of volunteer program resources for use by Parks Division staff.
- Maintaining an internal Parks Division web page with current volunteer program resources and support Parks Division staff training intranet web pages with content updates.
- Overseeing the system administration of the Parks Division's Volunteer Information Management System (VIMS) and providing staff training and oversight to ensure that all volunteer related records are managed in alignment with privacy legislation, internal Government of Alberta policies for information security and resources management, and industry standards including the Canadian Code for Volunteer Involvement.
- Ensuring program resources are up to date with all current Alberta Occupational Health and Safety (OH&S) requirements and best-practices and maintain oversight of Regional Operations staff compliance with these requirements and best-practices.
- Supporting Regional Operations staff with criminal record checks on prospective volunteers and additional background checks on volunteers as needed by a program (ex: facilitate approval for a volunteer to operate a government vehicle).
- Monitoring a public-facing Parks Division volunteer program mailbox and responding to inquiries and applications by members of the public, including directing them to other divisions or departments when appropriate.

3. Strategic Volunteer Program Development Support

Work with the Parks Volunteer and Program Development Lead and Manager to support the identification, development, and evaluation of new volunteer programming and program improvements that support Park Division's visitor services delivery and aligns with the department's current mandate by:

- Supporting the development and implementation of an Alberta Parks Volunteer Strategy, including a direct-to-crown volunteer recruitment and volunteer retainment modernization plan.
- Identifying challenges being faced by Regional Operations staff and by volunteers and supporting the Parks Volunteer and Program Development Lead with guidance, solutions development, and implementation.
- Providing guidance and assistance with Parks Division training and other workforce development activities that impact direct-to-crown volunteers.
- Assisting with annual volunteer program evaluation and results reporting, including delivering presentations to the Parks Division leadership team.
- Implementing current volunteer recognition activities, including the delivery of annual recognition letters and milestone recognition gifts, and assisting with the development of an updated volunteer recognition strategy.

4. Operational and Logistical Support

Work with the Parks Logistics Lead and Manager to provide regular support for the uniform and vehicle fleet logistics needs of Parks Division's volunteer programs and supplementary support, when required, to all other Parks Division logistical services by:

- Maintaining oversight of the provincial inventory of volunteer uniforms and program supplies and working with the Parks Logistics Lead to facilitate regular deliveries to Regional Operations staff

and resupply orders with vendors, as required.

- Supporting regular initiatives to evaluate and refresh the Alberta Parks uniform offerings and standards.
- Providing uniform logistics support for all Parks Division operations during times of peak seasonal demand and when staff coverage is required. This support includes fulfilling staff uniform orders, managing the inventory of uniform supplies, and assisting with procurement activities.
- Providing vehicle fleet coordination support for all Parks Division operations during key annual processes and when staff coverage is required. This support includes facilitating vehicle ordering, repairs, and maintenance division coordination processes, assisting with vehicle database updates, coordinating driver management processes, and helping to maintain the local Edmonton Parks Division fleet.

Problem Solving

Typical problems solved:

Reporting to the Manager, the Parks Volunteer Services Coordinator will be required to coordinate the implementation of Alberta Parks' volunteer programs in the capacity of a provincial coordinator. The position works within government and OH&S policies and recognized volunteer management standards and practices, as well as within approved budgets and established annual timelines. This ensures direct-to-crown volunteers have a safe and fulfilling experience, that the retention rate is high, and that additional visitor services resources are maintained to support the delivery of the provincial parks system.

The position must deal with a range of issues that vary considerably in both scope and complexity. This may include dealing with interpersonal issues or other issues of a sensitive nature. The position will collaborate, engage, and mediate with staff across Parks Division and with volunteers to find a solution which meets the immediate needs of a region as well as the needs of the parks system.

The position must also deal with the pressures of competing priorities and demands upon limited resources in the parks system. The position must keep an open dialogue with Regional Operations staff and management to identify areas of resource concern and help to identify and implement solutions that make the most of available resources.

Types of guidance available for problem solving:

- Organizational skills as well as experience in project planning and implementation.
- Establishing clear and consistent processes and program resources for staff to follow.
- Ongoing open communications to determine problems at an early stage.
- Building and maintaining strong working relationships with field staff and with volunteers.
- Analytical skills to compile, summarize, and coordination information; identify and analyze issues; and develop recommendations for improvements

Direct or indirect impacts of decisions:

- Direct impact of providing guidance to staff for the functional coordination of direct-to-crown volunteer management including procedures and overall program support.
- Direct impact and indirect influence across Parks Division through the support in volunteer program development of existing and new programs.
- Addresses volunteer issues and concerns which directly impact current volunteers and indirectly impacts prospective volunteers through the reputation of Alberta Parks.
- Assists with supporting logistical services such as uniforms and vehicle fleet coordination, directly impacting Parks Division operations.

Key Relationships

Major stakeholders and purpose of interactions:

Developing and maintaining strong external relationships is an important function of this position. On a daily basis, the position will interact with current and prospective volunteers across Alberta for the purposes of providing information, facilitating recruitment, and overseeing volunteer management. The position will also interact with external organizations and stakeholders, as required, to support information sharing and partnership growth and development.

Internally, the position will interact with other branch staff on a daily basis for the purposes of providing and receiving volunteer program support and guidance as well as participating in other unit or section projects. The position will also have daily interactions with the Regional Operations staff in Parks Division involved in volunteer program delivery, for the purposes of seeking input and advice, providing program delivery support, and facilitating collaboration in volunteer management.

On an as-required basis, the position will also interact with internal Parks Division Managers and Directors outside of the section and staff in other divisions or government departments for the purposes of providing information and expertise in the development of briefing materials and/or strategic planning documents, and to engage broader perspectives and exchange information.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Public Administration	Other	

If other, specify:

Volunteer Management, Community Services, Business, Social Sciences, Recreation, or similar fields

Job-specific experience, technical competencies, certification and/or training:

This position will require a related post-secondary degree (public administration, volunteer management, parks and protected areas management, business, community services, social sciences, or outdoor recreation) along with two (2) years progressively responsible related experience. Equivalencies of education and experience will be considered. A volunteer management certificate or professional designation from a recognized organization is an asset.

Knowledge:

- Thorough knowledge of the principles and practices of volunteer management and recruitment, including current practices, strategies, and emerging trends in volunteerism.
- An understanding of Alberta's Occupational Health and Safety (OH&S) act and regulations, and the OH&S requirements and best-practices applicable to direct-to-crown volunteers.
- Knowledge of Alberta's provincial parks and protected area system and management issues affecting the volunteer program.
- Working knowledge and understanding of park service delivery and park operations.
- An understanding of current Government of Alberta and Ministry strategic priorities, issues, and government decision-making processes.
- An understanding of vehicle fleet coordination and uniform logistical operations is considered an asset.

Competencies, Skills, and Abilities:

- Excellent interpersonal skills to build, develop, and maintain strong and beneficial relationships with branch staff, Regional Operations staff, current volunteers, prospective volunteers, external stakeholders, and the general public.
- Strong and practiced professional communication and facilitation skills to develop effective verbal and written communications products to both internal (staff, management) and external (volunteers, stakeholder) audiences.
- Strong organizational and project planning skills. An understanding of project management best-practices is an asset.
- Capability to coordinate numerous, simultaneously occurring projects and to adapt to changes in

direction and priority.

- Proficient in the use of the Microsoft Office 365 products (Word, Excel, PowerPoint, Outlook, Teams, SharePoint, etc.), Adobe Acrobat, and web-based applications relevant to volunteer data management and project coordination.
- Must have an Alberta Class 5 (or greater) driver's licence and be able to drive a government vehicle.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<ul style="list-style-type: none"> • Uses annual program evaluation results and personal experiences to identify implementation improvement to annual volunteer programming • Works with regional staff to develop partnerships that support greater program delivery.
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<ul style="list-style-type: none"> • Identifies program and system improvements by observing trends in day-to-day management of volunteer programs. • Facilitates annual program evaluation and reporting, observing long-term program results. • Works with regional staff to develop issues solutions and determine the impacts to the parks system.
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<ul style="list-style-type: none"> • Acts as a mediator during interpersonal issues with volunteers. • Identifies the skills and expertise of regional staff to deliver effective volunteer programming. • Maintains ongoing open communications with volunteers and regional staff.
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals 	<ul style="list-style-type: none"> • Works closely with regional staff on a variety of matters and actively seeks out their input for program improvements. • Build relationships with long-term volunteers,

		<ul style="list-style-type: none">• Actively seeks input into change initiatives• Maintains stakeholder relationships	volunteer groups, and other stakeholders to gain a greater awareness of perspectives.
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

Shane Schreiber


2023-10-02

Shane Schreiber

ADM Name

Date yyyy-mm-dd

ADM Signature

 Digitally signed by Shane Schreiber
Date: 2023.10.02 15:14:48 -06'00'