



Position: Events & Volunteer Administrator

The Organization:

Providence Farm is a therapeutic farm nestled at the base of Mount Tzouhalem in the Cowichan Valley on Vancouver Island, British Columbia. Since 1979, the Vancouver Island Providence Community Association, a registered charity and non-profit society, has been operating creative and innovative programs at the Farm for adults in the Valley with mental health issues, brain injuries and physical and emotional challenges.

Mission Statement:

Trusting in Providence and building upon the faith-centered heritage of our founding members, we are committed to serving needs and fostering talents of people in the Cowichan Valley, especially of those not easily accepted elsewhere, through our therapeutic community at Providence Farm.

Our focus shall be upon the renewal of body and spirit, and upon people caring for the soil, and the soil nurturing the people.

Purpose of Position:

Reporting to the Director of Operations, Events and Volunteer Administrator facilitates and manages Farm Events/Rentals, Farm events, volunteers, and provides coverage for the reception office.

E.V. Administrator is responsible for modeling and cultivating a community culture that supports core values identified by Providence Farm's community expectations: **FAMILY** – (Friendly, Accepting, Respectful, Mindful, Inclusive, Loving and Y because Providence Farm is a safe place).

Education, Skills & Abilities:

A combination of education and experience in the following areas is required:

Excellent administrative and organizational skills

Excellent information technology skills

Excellent communication, customer service, and interpersonal skills

Ability to work independently and be a self-starter

Ability to take responsibility and solve problems

Demonstrated experience in budgeting

Ability and interest in seeking new opportunities, identify gaps, and actively contribute to the Farm's growth and community connection

In addition, we are looking for:
Ability to foster positive relationships
Flexibility and a spirit of teamwork and cooperation
Proficient time management skills
Ability to model a healthy lifestyle
A warm and empathetic presence

Duties and Responsibilities:

1. Bookings and rentals

- Manage tour, rental, and events bookings (and changes to bookings) from initial contact through to final payment, ensuring excellent service is provided to customers and due diligence to contractual obligations.
- Maintain an ongoing calendar and database of bookings and rentals.
- Correspond with various customers as required.
- Liaise with Farm finance staff to ensure accurate and timely invoicing.
- Liaise with Farm site maintenance staff to ensure that all areas that are being rented are kept clean, tidy, and visually attractive and welcoming at all times; follow up with Director of Infrastructure and Agriculture for damage deposit clearance.
- Provide on the day hosting and troubleshooting for indoor events as required, including welcoming and promoting the Farm's purpose and mission.
- Proactively ensure all members and visitors have the information, resources and support they require to make safe, comfortable, and effective use of Farm space.
- Maintain a reasonable cost and service level for bookings in line with other facilities of similar size.
- Ensure bookings do not conflict with program activities and adjust the booking schedules accordingly.
- Communicate upcoming bookings that will affect programs to staff at weekly staff meetings.
- Ensure efficient and logical bookings procedures are maintained and followed such that reception staff can independently handle on-going and long-standing bookings.

2. Volunteer coordination

- Respond to volunteer inquiries; organize and assist in volunteer orientation sessions.
- Develop and maintain a strong volunteer program at the Farm.
- Provide staff with appropriate information (e.g. areas of interest, strengths, and restrictions) of all new volunteers prior to their start date.
- Confidentially maintain electronic and paper volunteer records including applications, first aid certification records and references.
- Retain and file copies of all reports and references provided to volunteers.
- Ensure Volunteers Criminal Records checks are completed and updated as required.
- Maintain up-to-date volunteer job descriptions; post them on the Farm website as well as the Volunteer Cowichan website.
- Seek out and develop new places for volunteer recruitment.

- Follow up with volunteers to ensure the satisfaction and appropriateness of their time at the Farm.
- Recruit and train volunteers to assist with orientation, information sessions, etc.
- Develop ways to recognize and thank volunteers.
- Support committees in the organization of volunteer appreciation events.
- Assist in the organization and preparation of volunteers for fundraising events, volunteer booths and community presentations as required.
- Work with other Farm staff to schedule volunteers as required.
- Connect with Farm staff regularly to determine volunteer needs.

3. Administration

- Attend bi-weekly staff meetings.
- Assist with other administrative duties as required or directed by senior management.

4. Public relations

- Be always a welcoming presence.
- Encourage visitors to the Farm.
- Be available to give tours of the Farm to groups and individuals, as needed during shift.
- Present to groups on behalf of the organization when requested.

5. Coordination of Farm Events

- Coordinate and run the annual Christmas Craft Fair.
- Coordinate and run an annual donor appreciation event.
- Coordinate and run an annual volunteer appreciation.
- Coordinate and run an annual farm BBQ.
- Coordinate year end staff party.
- Assist the Farm Fashions Coordinator with fundraising events.
- Coordinate other Farm events as assigned by supervisor or the board of directors.

6. Coverage of the Reception Office

-This position serves as back for the receptionist and will be required to work the front office in the absence of the receptionist.

Hours of work:

The hours for this position total 24 per week. Schedule is flexible but requires coordination with the demands of customers/events/bookings. Wed – Sat 9:00-3:00.

Compensation:

\$24.97 – 28.62 per hour.

Permanent, part-time position

2 weeks vacation increasing to 3 weeks after successful probation period according to Farm policy

Conditions of Employment:

- Valid Criminal Record Check (vulnerable sector)
- Covid 19 vaccinations in accordance with the Provincial Health Order.

Diverse:

There will be a three-month probationary period.

Farm lunches available for purchase \$4/meal (when in service).

Farm policy manual requires review and signature for agreement.

Bookings and Rentals manual available as resource.

Wellness Statement: The Farm acknowledges the importance of healthy lifestyles and workplace wellness. It is the expectation that all Personnel will maintain their psychological, physical, spiritual, and intellectual health and function as role models to the Participants of the Farm.

The Farm contributes to workplace wellness by maintaining a healthy workplace within the financial constraints of the Farm and in partnership with the Personnel of The Farm.

Providence Farm

1843 Tzouhalem Road

Duncan, BC V9L 5L6

www.providence.bc.ca

Registered charity: 11928 1780 RR0001