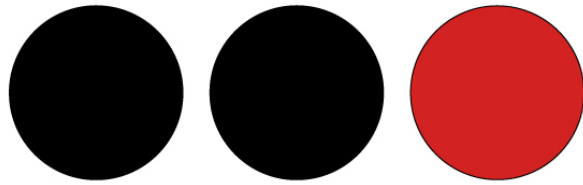




**BATTERED WOMEN'S  
SUPPORT SERVICES**



**Safety Changes Everything**

## ***We're Hiring!***

Working at Battered Women's Support Services means making real change in the lives of women

### **Volunteer Co-ordinator – Retail Program**

32 hours per week at \$22.02 per hour

This position boasts a flexible work schedule based on operational requirements seven days a week consistent with collective agreement provisions  
Permanent Part Time Position

Make a difference for women survivors of violence, the environment, and the community through this exciting opportunity at Battered Women's Support Services (BWSS) in the role of Volunteer Co-ordinator – Retail Program at My Sister's Closet.

The Volunteer Co-ordinator – Retail Program plans, implements, and oversees the day to day operation of the volunteer program for the Retail Program at My Sister's Closet. A passion for fashion collides with working with a dynamic team of volunteers to provide customer service and the opportunity to be creative through visual merchandising, promotion and community engagement events, through this unique opportunity.

#### **Key Responsibilities:**

- Plans, develops, implements and evaluates all Volunteer Co-ordination activities with Manager of Retail Services and Programs and Retail Volunteers
- Recruits women volunteers for coverage within all aspects of Retail Program as outlined by Leadership Team
- Delivers volunteer co-ordination activities, as program demands require, in accordance with the BWSS Statement of Philosophy, BWSS Feminist Ethics and BWSS Retail Program Standards.
- Works as a member of the Retail Program Team
- Supervises women volunteers by training, ensuring they have adequate support and providing feedback on performance
- Organizes and schedules women volunteer coverage within the Retail Program ensuring full coverage of fully trained women volunteers for visual merchandising, sales and customer services, storage and distribution, promotions and special events, and community outreach and engagement

- Trains and leads through example BWSS Retail Program Volunteers for coverage in all aspects of Retail Program.
- Oversees the performance of women volunteers ensuring success in every aspect of volunteer co-ordination activities and dismisses volunteers when required
- Assists in the pick-up and delivery of product using program vehicle
- Monitors expenditures within volunteer program operating budget and prepares program budget for submission to Manager of Retail Services and Programs Leadership Team
- Promotes public awareness of and support for the Retail Volunteer Program by producing promotional materials and attending community events
- Assists with the development of communication, reporting and record keeping systems for the Retail Volunteer Program and maintains communications binders for staff and volunteers
- Prepares reports and statistics on Retail Volunteer Program for submission to Manager of Retail Services and Programs
- Promotes public awareness and support of the BWSS Retail Program producing promotional materials and attending community events and represents BWSS Retail Program at public events
- Adheres to the constitution, statement of philosophy, policies and procedures of the Society.
- Reports to the Manager of Retail Services and Programs
- Strives to create trusting, respectful and supportive relationships with the Leadership Team, other BWSS staff and volunteers
- Regularly participates in team meetings, debriefing and consultation with BWSS Retail Volunteers and Manager of Retail Services and Programs
- Regularly participates in monthly organizational staff meetings and Retail Volunteer Network meetings
- Readily discusses her work with BWSS colleagues and her supervisor

#### **Qualifications:**

- Minimum two years of experience in a retail environment.
- Minimum two years recent supervisory or administrative experience.
- Minimum two years recent experience managing volunteers.
- Class 5 Drivers License
- Sound ability to plan and prioritize.
- Strong communication and negotiation skills.
- Computer literacy with Excel, Word, Outlook
- Knowledgeable in use of social media platforms such as Facebook, Twitter, and Instagram via computer and cell phone.
- Strong commitment and aptitude for teamwork.
- Strong feminist analysis of violence against women
- Strong anti-oppression commitment, awareness and analysis and demonstrated ability to apply analysis
- Knowledge and experience working with survivors of historic racism and the impact of colonization and residential school.

- Demonstrated cultural competency including awareness of diverse marginalized communities in the Lower Mainland and ability to work with women from various cultural communities and serve people from various cultural communities in a social enterprise/retail context
- Satisfactory criminal record checks.
- Have experience in women's organization and non-profit society environments
- Have excellent communication skills, both verbal and written.
- Have proven ability to work co-operatively with colleagues and service providers in the community.
- Be personable, flexible and self-directed.
- This position requires union membership

This position is part of an organization where the sole purpose is to alleviate and address the conditions of women who are marginalized by violence and various forms of inequalities, being female is a bona fide occupational requirement. As such, only women will be considered for this position. Indigenous women, women of colour, and women from other underrepresented groups are strongly encouraged to apply.

### **About My Sister's Closet**

At My Sister's Closet, social enterprise of Battered Women's Support Services, shoppers get a curated experience with access to thrift, new, up-cycled and artisan-made clothing, footwear, accessories, jewellery and curios for women and men. My Sister's Closet supports local women artisans by giving them retail space and promoting their work. This contributes to their financial independence and growth of artistic expression. Revenue generated from sales help fund violence prevention and intervention services operated by Battered Women's Support Services.

Application Closing Date: Tuesday, July 2, 2019 at 5pm

Respond via email to:

Battered Women's Support Services

[endingviolence@bwss.org](mailto:endingviolence@bwss.org)

**This position requires union membership. No phone calls please**