

Volunteer & Practicum Coordinator

Kitsilano Neighbourhood House
(Internal/External)

Kitsilano Neighbourhood House & ANHBC

The Association of Neighbourhood Houses of BC (ANHBC) builds healthy and engaged neighbourhoods by connecting people and strengthening their capacity to create change.

ANHBC is the legal entity and umbrella organization made up of eight neighbourhood houses, an outdoor camp and central services. We operate more than 300 community-based programs and services for a diversity of participants. At ANHBC, we are committed to Reconciliation, Decolonization, and Anti-racism. Together with community, we build strong and supportive relationships at welcoming and inclusive sites throughout Metro Vancouver. To learn more about ANHBC, visit www.anhbc.org

[Kitsilano Neighbourhood House](#) (KNH) serves communities across Vancouver's west side, providing a broad range of programs, services, and support developed to meet the needs and dreams of the community. We are community builders and place makers, connecting people, ideas, and opportunities.

ANHBC is currently seeking a Volunteer & Practicum Coordinator to join our [Kitsilano Neighbourhood House](#) team. This role is a great fit for someone who shares [ANHBC's values](#), is passionate about community-based work, enjoys working with people, and is excited about building inclusive and connected neighbourhoods.

About You

You believe that everyone has gifts to share and that strong communities are built when people have meaningful opportunities to contribute, connect, and belong. You are passionate about volunteerism and community participation, and understand the important role volunteers and practicum students play in helping communities thrive.

You enjoy building relationships and creating welcoming experiences for people from a wide range of backgrounds. You bring warmth, encouragement, and a genuine interest in supporting others as they learn, contribute, and grow through their involvement in community. You thrive in diverse and energetic environments, and value creating opportunities where volunteers and practicum students feel welcomed, supported, appreciated, and connected to the larger purpose of the work.

You are highly organized and enjoy creating systems that help things run smoothly. You are comfortable managing databases, spreadsheets, forms, schedules, records, and digital platforms, and understand that meaningful volunteer and practicum experiences are supported by strong coordination behind the scenes. You have excellent attention to detail, can manage multiple priorities simultaneously, and balance administrative responsibilities with a people-centered approach.

You are comfortable working independently while also collaborating closely with staff, volunteers, practicum students, and community partners. You enjoy improving processes, solving problems, and supporting others, and are confident using technology and digital tools to strengthen communication, coordination, and engagement.

About the Position

The Volunteer and Practicum Coordinator plays a key role in supporting community participation and engagement across Kits House. Working closely with program staff, leadership, volunteers, practicum students, and community partners, this position leads and strengthens our well-established volunteer and practicum program, supporting the full cycle of volunteer and practicum engagement – from relationship building and recruitment through onboarding, scheduling, support, recognition, retention, and ongoing development.

The role balances relationship-building with strong administrative coordination, ensuring volunteers and practicum students are welcomed, supported, informed, and connected through their involvement with Kits House. The Volunteer and Practicum Coordinator is responsible for developing and maintaining systems, processes, reporting, and practices that support effective volunteer and practicum engagement across the organization.

As Kits House continues to strengthen community participation and volunteer engagement, this role also helps envision and develop new and strategic opportunities for volunteers and practicum students to contribute in meaningful ways across the organization. Working collaboratively with leadership and program staff, the Volunteer and Practicum Coordinator helps build sustainable, values-aligned approaches to volunteer engagement that strengthen programs, enhance community participation, and foster a welcoming and connected neighbourhood house.

Key responsibilities include

Volunteer & Practicum Engagement

- Provide a safe, welcoming and inclusive environment for all community members
- Engage with Kits House volunteers and practicum students, including seniors, youth, and individuals from diverse backgrounds, fostering welcoming, inclusive, and meaningful experiences



- Develop and implement strategies to attract, engage, support, and retain volunteers and practicum students
- Proactively build, maintain, and track relationships with educational institutions, community partners, volunteers, and practicum students to strengthen the Volunteer and Practicum Program
- Collaborate with program leadership and educational institutions to develop and support meaningful practicum opportunities that align with academic requirements and organizational needs
- Collaborate with program staff to identify and develop meaningful volunteer opportunities that support programs, services, events, and organizational priorities
- Develop, post, schedule, coordinate, and fill volunteer opportunities that align with Kits House mission, vision, values, and strategic framework
- Coordinate volunteer and practicum recruitment, screening, onboarding, orientation, scheduling, training, recognition, and ongoing support
- With program and placement leadership, provide ongoing support and guidance to volunteers and practicum students throughout their involvement, addressing questions, concerns, and challenges to support positive and meaningful experiences

Learning, Participation, & Capacity Building

- Collaborate with leadership and program staff to help shape sustainable, volunteer- and practicum-supported models of community participation that strengthen programs, build capacity, and support organizational priorities
- Develop and deliver orientations, workshops, training, resources, and learning opportunities that promote volunteer and practicum success, foster engagement, enhance effectiveness, and strengthen values-aligned practice across the organization
- Plan and coordinate volunteer appreciation and recognition initiatives that celebrate volunteer contributions and highlight the value of volunteerism
- Support or lead volunteer-led initiatives, projects, and events, where appropriate

Administration, Evaluation, & Program Development

- Maintain accurate records and documentation, including volunteer and practicum information, schedules, statistics, hours, evaluations, and other key data
- Manage volunteer and practicum databases, digital platforms, forms, reports, and related administrative systems
- Monitor, evaluate, and report on volunteer and practicum engagement, outcomes, and program effectiveness, identifying opportunities for innovation and continuous improvement
- Identify opportunities to strengthen the Volunteer and Practicum program through new approaches, partnerships, and initiatives that build community capacity and support organizational priorities
- Identify and pursue grants, funding opportunities, and partnerships that support and strengthen the Volunteer and Practicum Program, including funding that contributes to the sustainability of program activities and staffing



Organizational & Community

- Represent Kitsilano Neighbourhood House in community outreach initiatives, volunteer fairs, educational institutions, and community events, as needed
- Aligned with the ANHBC Competency Framework, consistently demonstrate the four key competencies: Act with accountability, Lead with curiosity, Demonstrate self-awareness, and Build trusting relationships
- Other duties as assigned and agreed

Skills & Qualifications

- Post-secondary education in Social Sciences, Human Resources, Non-Profit Management, Community Development, or a related field, or an equivalent combination of education and experience
- Minimum of 3 years of experience coordinating volunteer engagement, practicum programs, community programs, or related non-profit initiatives
- Excellent interpersonal, facilitation, and cross-cultural communication skills (verbal and written), with experience working collaboratively with diverse populations
- Strong organizational, administrative, and time-management skills, with the ability to manage multiple priorities with a high level of accuracy and attention to detail
- Experience maintaining databases, records, schedules, reports, and administrative systems, with strong digital proficiency
- Intermediate proficiency in Microsoft 365, including Outlook, Word, Excel, Teams, and SharePoint; experience with volunteer management, CRM, Better Impact, or other database software is an asset
- Understanding of community engagement principles and practices, community strengths, challenges, and barriers faced by community members, with experience supporting meaningful community participation
- Experience designing and facilitating workshops, orientations, or other engaging learning opportunities for diverse audiences is an asset
- Strong problem-solving skills and the ability to navigate challenges within an inclusive environment with professionalism, empathy, and sound judgment
- Ability to work independently, take initiative, adapt to changing priorities, maintain healthy boundaries, and contribute effectively as part of a highly collaborative team
- Aligned with the ANHBC Competency Framework, consistently demonstrate the four key competencies: Act with accountability, Lead with curiosity, Demonstrate self-awareness, and Build trusting relationships

Hours & Location

35 hours per week, with a flexible schedule that generally aligns with Kits House hours, Monday to Friday.

- Ability to work flexible hours – evening and weekend work as required to meet program needs
- Ability to work outdoors on occasion



- This position requires some in-person presence at Kitsilano Neighbourhood House or other Kits House sites

Working Conditions

The candidate should be in good physical health to meet the demands of the position, which may include walking, lifting or moving supplies, and occasional setup of tables and chairs. The incumbent must be able to physically and quickly respond to changing situations in the program.

Salary & Benefits

\$28.87 – 34.28 per hour (P4 Step 1 – 6) with generous benefits package including Municipal Pension Plan, Extended Health and Dental, Vacation and Sick Leave, and Employee and Family Assistance Program.

How to Apply

All qualified individuals who share our values are encouraged to apply with resume and cover letter by August 23 to andreat@kitshouse.org with the subject line: Volunteer & Practicum Coordinator.

The Association of Neighbourhood Houses of BC is an equal opportunity employer. We place a high value on equity, diversity and inclusion. We encourage individuals who are Indigenous, Black, and People of Colour (IBPOC), individuals with disabilities, and members of the LGBTQIA2S+ communities to consider applying for the position.

To help us track our recruitment efforts, please indicate in your cover letter where you found this posting. We thank and acknowledge all applicants and will contact those selected for interviews. No phone calls please.

We acknowledge that our houses, camp and central services office are situated on the stolen, traditional, ancestral and unceded territories of the Coast Salish people including the Musqueam, Squamish, Semiahmoo, Kwantlen, Tsleil-Waututh, Kwikwetlem, Tsawwassen and Sto:lo Nations.

*Association of Neighbourhood Houses British Columbia Member Houses
Alex NH, Cedar Cottage NH, Frog Hollow NH, Gordon NH, Kitsilano NH, Marpole NH,
Mount Pleasant NH, South Vancouver NH and Sasamat Outdoor Camp*

