



Position Title:	Community Capacity-Building & Partnerships Specialist
Report to:	Executive Director
Position Type:	Full-time Permanent Position
Hours of Work:	35 hours per week

About Us

The Volunteer Centre of Calgary is a civic-infrastructure organization that has been supporting the community for over 70 years. We operate the VolunteerConnector platform, provide capacity-building support to volunteer engagement specialists, and champion the importance of civic engagement, civic engagement, all of which contribute all of which contribute to thriving, vibrant communities.

The VolunteerConnector is an innovative platform that helps individuals find meaningful ways to contribute their time, skills, and energy to causes that matter. Our capacity-building services meet organizations where they are by offering flexible, accessible support through coaching, professional development, and technology to strengthen volunteer engagement. Our goal is to foster inclusive, equitable, and innovative volunteerism across communities.

We believe every organization, regardless of size or resources, can create meaningful volunteer experiences that contribute to thriving, connected communities.

Job Description

The **Community Capacity-Building & Partnerships Specialist** plays a pivotal role in strengthening Calgary's nonprofit sector and advancing VolunteerConnector's national reach. This position designs and delivers hands-on capacity-building supports to help local organizations reimagine volunteer management and implement equitable, flexible engagement strategies. It also supports , ensuring that national organizations are equipped to use VolunteerConnector effectively and that their feedback informs continuous improvement. The ideal candidate is a skilled facilitator, relationship-builder, and community connector who is passionate about helping nonprofits strengthen their volunteer engagement practices and who thrives at the intersection of technology, learning, and community impact.national organizations are equipped to use VolunteerConnector effectively and that their feedback informs continuous improvement. The ideal candidate is a skilled facilitator, relationship-builder, and community connector who is passionate about helping nonprofits strengthen their volunteer engagement practices and who thrives at the intersection of technology, learning, and community impact.

(Mailing Address) PMB #307, 104-1240 Kensington Rd. NW, Calgary, AB T2N 3P7

Phone Toll Free: +1 (888) 688-2161 | info@volunteerconnector.org

CRN 108186 305 RROOOI



Primary Duties and Responsibilities

Capacity-Building & Training

- Conduct organizational assessments to identify capacity and knowledge gaps in volunteer engagement.
- With the support from the Director of Programs, design and deliver customized workshops, learning sessions, and toolkits (virtual and in-person).
- Provide one-on-one coaching to the nonprofit community on inclusive, flexible, and sustainable volunteer strategies.
- Evaluate program outcomes, collect feedback, and document lessons learned to inform continuous improvement.

Community Engagement & Partnerships

- Build and maintain relationships with local nonprofits, volunteer centres, and regional partners.
- Coordinate collaborative events, dialogues, and learning communities that strengthen Calgary's volunteer ecosystem.
- Represent VC in community presentations, forums, and sector convenings.
- Promote the organization's values of inclusion, accessibility, and collaboration in all interactions.

Membership Recruitment & Retention

- Support outreach campaigns introducing new nonprofits and community groups to VC programs, services and technological solutions.
- Facilitate onboarding and orientation sessions for new members, ensuring they are confident using the platform.
- Conduct follow-ups with inactive members, identifying barriers to engagement and providing tailored solutions.
- Track and report engagement data, member satisfaction, and retention trends.

Platform Support & Data Insights

- Assist organizations in navigating the VolunteerConnector platform and troubleshooting issues.
- Gather user feedback and collaborate with internal teams to enhance user experience.
- Establish clear success indicators for training, coaching, and resource adaptation.
- Contribute to data analysis and prepare reports summarizing engagement, lessons learned, trends and insights.



Communications & Storytelling.

- Collaborate with communications staff to share success stories, testimonials, and learning highlights.
- Develop accessible, community-informed materials that promote participation and highlight impact.

Skills and Competencies

- Strong relationship-building, facilitation, and coaching skills.
- Experience in volunteer engagement, adult learning, or community capacity-building.
- Ability to design and deliver training for diverse nonprofit audiences.
- Proficiency with digital tools and online learning platforms.
- Analytical mindset for data collection and outcome evaluation.
- Deep commitment to justice, equity, accessibility, diversity, and inclusion.
- Excellent verbal and written communication skills.

Qualifications

- Post-secondary degree (or equivalent experience) in community development, education, curriculum development, nonprofit management or a related field (graduate-level education is an asset).
- Minimum 5-7 years' experience in volunteer engagement, capacity-building, or community programming.
- Proven experience designing and delivering training for diverse audiences.
- Demonstrated experience facilitating training and coaching for adult learners.
- Strong written and verbal communication skills, with the ability to adapt content for diverse audiences.
- Knowledge of the nonprofit landscape and understanding of sector challenges and opportunities.

Work Environment

We operate in a primarily remote environment, leveraging digital tools to maintain connection and collaboration. This position requires regular virtual engagement and occasional in-person meetings or community events in Calgary. Some travel within Alberta or Canada may be required for sector outreach and partnership development.

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How to Apply

If you are passionate about strengthening volunteerism and building nonprofit capacity, we want to hear from you!

Please submit your resume and cover letter outlining your experience and motivation for this role to hr@volunteerconnector.org with the subject line: *Community Capacity-Building & Partnerships Specialist – Application*.

Applications will be reviewed on a rolling basis. Early applications are encouraged.

We are committed to building a diverse team that reflects the communities we serve. Individuals from underrepresented groups, including Indigenous, Black, and racialized communities; people with disabilities; 2SLGBTQIA+ individuals; and those with lived experience of systemic inequities are strongly encouraged to apply. If you require accommodation during the application process, we will work with you to meet your needs.