

Breast Cancer Canada

Volunteer and Engagement Coordinator

Breast Cancer Canada (BCC) Culture and Promise to Incumbent:

Together, we shall create a corporate culture that you agree to support through continual delivery of superior services, long lasting relationships that reciprocate growth and advancement towards our goals and by employing the right people, in the right jobs and recognizing their contributions. BCC promises a culture that supports:

BCC Guiding Values

- We are progressive
- We are solutions oriented
- We are accountable
- We are enabling
- We are inclusive
- Progress is beautiful

BCC is a registered, national non-profit charity dedicated to saving lives through breast cancer research by raising money to fund patient-focused research for the diagnosis, treatment and prevention of breast cancer.

Key Position Objectives:

Be the welcoming face of Breast Cancer Canada's volunteer program by connecting caring individuals, community partners, and donors with meaningful opportunities to support our mission. Ensure every interaction is rooted in gratitude, compassion, and respect, while delivering a seamless experience across recruitment, onboarding, scheduling, and recognition. Strengthen relationships that foster loyalty, trust, and deeper engagement across our volunteer, donor, and patient advocate communities.

Key Responsibilities

Volunteer Recruitment & Onboarding

Lead initiatives that result in a large and diverse team of volunteers who display passion and dedication to BCC.

- Develop and implement strategies to attract new volunteers and ambassadors.
- Screen, interview and onboard, and train volunteers for national and community-based initiatives.

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- Ensure clear role descriptions are documented, and communicate expectations and outcomes.
- Facilitate engaging orientation and training sessions, in-person and virtually.
- Develop and distribute volunteer toolkits, ensuring volunteers have the necessary resources to support fundraising and awareness events.
- Foster relationships with volunteers, ensuring meaningful engagement and ongoing support.
- Promote volunteer opportunities through digital platforms, community partnerships, and outreach initiatives.

Volunteer & Donor Engagement

- Serve as the main point of contact for volunteers, providing guidance, mentorship and support.
- Build trust-based relationships with volunteers, donors and patient advocates to create lasting engagement.
- Match volunteer skills and interests with organizational needs to maximize impact.
- Assist the philanthropy team by connecting volunteers and donors to the direct impact of their contribution.

Volunteer Recognition & Retention

Cultivate meaningful recognition efforts which ensure a high retention rate of high contributing volunteers.

- Design and implement authentic recognition strategies to honour volunteers, donors and patient partners.
- Collaborate with other BCC team members to improve volunteer appreciation initiatives, recognizing contributions through awards, special events, and communications.
- Conduct regular check-ins, gather feedback and adjust programming to ensure meaningful experiences.
- Develop and maintain a volunteer engagement calendar, ensuring regular touchpoints with volunteers.
- Collect feedback and continuously improve the volunteer experience based on insights and recommendations.

Event & Program Support

Effectively support and guide volunteers towards successful event outcomes.

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- Coordinate volunteer roles and engagement activities for national signature events, including Walk-a-Thon to Mother's Day, MEGABike for Breast Cancer Toronto Gala and other community initiatives.
- Assign volunteers to specific roles, ensuring a seamless event experience for all participants.
- Act as the main point of contact for volunteers, providing guidance and troubleshooting as needed.
- Represent BCC with warmth, clarity and gratitude at events and community touchpoints.
- Engage and coordinate volunteers as advocates who help share and promote BCC initiatives, such as the Progress Tracker and other research driven programs, ensuring communities understand and amplify the impact of breast cancer research.

Administration & Reporting

Keep current and accurate records, able to factually tell a story about BCC volunteerism.

- Maintain an up-to-date volunteer database, tracking engagement, hours, and roles.
- Prepare reports on volunteer participation and impact, sharing insights with leadership.
- Ensure compliance with volunteer policies and organizational guidelines.
- Prepare reports and updates that demonstrate impact and strengthen stewardship.

Special Projects

- Other duties as may be required from time-to-time, including attendance at events, shows and educational trips as necessary.
- Supervise, lead and support other special projects, as tasked to do so.
- Special Projects were completed in agreed time periods and within budget.

Qualifications & Skills

- Bachelor's or higher degree in Volunteer Management, Non-Profit Management, Human Resources, or a related field is required.
- Continuing education and professional development in relevant streams are required.
- Trained in the practical and advanced use of applicable software or related technological tools.

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- 2 – 3 years experience in volunteer coordination, community engagement, donor relations or event management, preferably in a non-profit environment.
- Well honed and natural relationship-building skills with an ability to connect authentically across diverse groups.
- Strong organizational and project management skills, with the ability to manage multiple volunteer initiatives simultaneously.
- Advanced planning skills with proven success working remotely, displaying strong organizational, time management and project management skills.
- Experienced with volunteer management software and CRM systems (e.g., Volunteer Hub, Raiser's Edge, or similar tools)
- Displays commitment to accountability, measuring outcomes in a results-oriented culture.
- Well-developed critical thinking, problem-solving, and conflict resolution abilities; able to think quickly, identify resources, and make well informed, fact-based decisions.
- Demonstrated ability to build and maintain healthy and professional relationships with co-workers, volunteers, industry supporters, as well as research participants and their caregivers.

Core Competencies & Personal Attributes

- Ability to think strategically and execute operationally while being able to pivot between priorities and specializations in a fast-paced, small organizational environment.
- Diplomatic, able to leave ego at the door and tactfully, respectfully and collaboratively work with a wide variety of people; altering style appropriate to the environment.
- Confident and mature with a professional presence and strong emotional intelligence, able to lead unpaid volunteers, ensuring relationships are built on a solid foundation.
- Effectively prioritizes, manages tasks and leads projects within the scope of authority and escalates appropriately.
- Proven ability to work remotely while maintaining professional communication and interpersonal skills that demonstrate business intelligence.
- Positive and passionate attitude towards BCC values and expected achievements.
- Tolerant and resilient, with an internal compass always pointed towards integrity.
- Comfortable managing shifting deadlines, evolving project scopes, and new initiatives as they arise.

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Working Conditions

- Ability to succeed in a virtual work environment (since 2015), a T2200 is provided.
- Varying work hours is required; the nature of the work is such that evening and some weekend work is required.
- Travel Requirements which are frequent and recurring: Local/Regional travel requiring a valid driver's licence and a clean driver's abstract with insurance. Long-distance travel within Canada, requiring independent air or other modes of transportation.

Why Join Breast Cancer Canada?

- Be part of a national movement dedicated to funding life-saving breast cancer research.
- Work in a collaborative, supportive, and mission-driven environment.
- Opportunity to develop meaningful relationships with community leaders, volunteers, and donors.
- Competitive salary and benefits package, including remote work flexibility.

Breast Cancer Canada is committed to fostering a diverse and inclusive workplace. We encourage applications from individuals of all backgrounds, including those who have been affected by breast cancer or are passionate about making a difference in the community.

How to Apply

Interested candidates may submit their resume and a cover letter outlining their relevant experience and passion for community-driven fundraising to

ewalters@breastcancerprogress.ca