



Volunteer Services Associate, Volunteer Services - 1 position	Posting #: 55967
Volunteer Services	Posting Date: January 05, 2026
Parkwood Institute Mental Health Care - London, ON	Submission Deadline: January 11, 2026
Full Time	Stacy Kearns, Human Resources
Non-Union	Salary Range: \$34.60 - \$40.73 /hour

As a key member of the Volunteer Services team at St. Joseph's Health Care London, the Associate, Volunteer Services brings energy, innovation, and a strong commitment to service excellence in support of a vibrant, multi-site volunteer program. The successful candidate helps cultivate meaningful volunteer experiences that reflect our mission to provide compassionate, respectful, and excellent care to those we serve.

With a strong focus on relationship building and engagement, this role supports all stages of the volunteer journey, including recruitment, onboarding, scheduling, training and recognition. The incumbent ensures volunteers are well oriented, effectively integrated into their placements, and supported in ways that enhance both their experience and that of patients, residents and caregivers, while fostering positive, collaborative relationships with colleagues and partners across the organization.

Within a designated portfolio, the Associate coordinates volunteer involvement in both clinical and non-clinical areas, as well as in St. Joseph's on-site retail stores, contributing to a professional, customer-focused environment. The position also provides support for day-to-day store operations, as needed, to promote smooth and efficient service delivery.

Demonstrating strong attention to detail and a commitment to quality, the Associate maintains accurate volunteer records, provides key administrative support, and upholds hospital standards related to privacy, safety, and infection prevention and control.

The successful candidate must be able to travel to all care sites, including the St. Thomas location.

Essential Qualifications

- Secondary School Diploma
- Volunteer Management (or related field) certificate program
- Minimum 3 years' experience working with volunteers, or in a healthcare, customer service, retail or administrative role
- Proficiency with Microsoft Office and volunteer management software systems
- Demonstrated knowledge of volunteer management accepted standards of practice as they relate to recruitment, interviewing, orientation and recognition of volunteers
- Strong organizational and multi-tasking skills, ability to prioritize tasks and utilize time efficiently to meet multiple deadlines simultaneously
- Excellent customer service skills and communication skills, both written and verbal
- Ability to work effectively independently and within a team setting
- The ability to lift up to 10kg (i.e., some lifting/carrying of store products, as required)
- Knowledge of a safety culture in a Health Care setting in compliance with the OHSA

Preferred Qualifications

- Knowledge of Better Impact (volunteer management software)
- Experience working with individuals in a mental health healthcare setting
- College diploma in Social Service-related field

Teaching and Research

- St. Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St. Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B, COVID-19 and influenza.
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.
Only those under consideration will be contacted.*