



Swan Lake Christmas Hill Nature Sanctuary Society

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Swan Lake Nature Sanctuary

Swan Lake Nature House, 3873 Swan Lake Road, Victoria, B.C. Canada, V8X 3W1 [MAP IT!](#)

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We acknowledge the lək.ʷəŋən-speaking Peoples (Songhees and Kosapsum) on whose territory the Nature Sanctuary stands, and the lək.ʷəŋən-speaking and W̱SÁNEĆ Peoples — including the W̱JOŁEŁP (Tsartlip), BOŲÉĆEN (Pauquachin), S̱ÁUTW̱ (Tsawout), W̱SIŲEM (Tseycum) and MÁLEXEŁ (Malahat) — whose historical relationships with the land continue to this day.

We respect the vital relationships of First Peoples with these lands and waters for countless generations. We are honoured to receive Indigenous guidance and welcome collaboration in stewardship and appreciation of the Nature Sanctuary.

Join our team to advance local urban nature stewardship, restoration,
learning and community impact!

Swan Lake Nature Sanctuary Society is hiring a part-time, contract **‘Volunteer Coordinator.’**

About Swan Lake Nature Sanctuary:

The Society is a charitable, non-profit organization responsible for the care of the trails, infrastructure, lands and waters of the 171 acres that is the Nature Sanctuary. Since 1975, Swan Lake Christmas Hill Nature Sanctuary Society has served as a meaningful community hub for people of all ages to connect with nature and with one another through hands-on educational programs and ecological restoration opportunities.

The Nature Sanctuary lands are owned by the District of Saanich, except for two small parcels that are Nature Trust BC Lands. The lands are governed by the Board of Directors of the Swan Lake Christmas Hill Nature Sanctuary Society, a non-profit and Registered Charity organization, under the terms of a Land Management Agreement between the Society and the District of Saanich.

Read more about the Nature Sanctuary by navigating the links at the following [URL](#) and our conservation, restoration and education goals as outlined in our Strategic Plan, linked at the following [URL](#).

About the position:

The Volunteer Coordinator is responsible for the oversight and care of Swan Lake Nature Sanctuary's integrated volunteer program. The Volunteer Coordinator connects interested volunteers with Nature Sanctuary staff to plan and offer opportunities to practice land care. This position reports to the Executive Director and works with all areas of the Nature Sanctuary including, but not limited to, both recurring and episodic volunteers for Site, Research, Education, and Administration.

To be successful in this community-centred role, a welcoming and open personality is ideal. This role requires a highly professional attitude, tact, and a strong sense of initiative and accountability. Additionally, the role requires the ability to connect with people and to communicate Swan Lake Nature Sanctuary's various programs and volunteer opportunities and their alignment with our mission, vision, and values. This position is a good fit for you if you are outgoing, community-oriented, and interested in making an important difference for local lands and waters.

Specifications:

1. One position available on site in Victoria, BC
2. Part-time 21 hours/week, \$27.50/h, one year contract, with possibility of extension. Probationary review at three months
3. General schedule is Tuesday through Thursday 8:30am to 4:00pm (0.5h unpaid lunch)
4. Some schedule flexibility is required to support after-hours events and at times, off-site events.
5. Ideal start date: September 15, 2026

Volunteer Program Coordination (65%)

- Recruit volunteers for all departments, i.e., Site, Research, Education, Administration, Community Events, ensuring that the organization's mission, vision and values are well-communicated.
- Implement processes that effectively and efficiently recruit, onboard, engage, retain and reward volunteers, including a structured volunteer appreciation and recognition program.

- Create plans for physical and cultural safety, as well as any other required tools or training.
- Organize and audit volunteer resources (reference manuals, equipment, etc.) to ensure they are up to date and kept in good condition.
- Maintain comprehensive and up-to-date volunteer information within our Client Relationship Management (CRM) database as well as integrated workflows and communications using this software system.
- Regularly liaise with Staff Team to ensure volunteer needs are being met, troubleshoot situations, and gain a greater understanding of program needs as they evolve.
- Periodically check-in with recurring volunteers to ensure that they understand their role responsibilities, and that they and their tasks are appropriately matched.
- Ensure all volunteers have completed safety checks (e.g., waivers, criminal record checks, etc.), received full onboarding into their role(s), and are provided with opportunities for additional training and development.
- Create a system for, and ensure monthly refresh on the collection of volunteer stories, testimonials, and other metrics for use in recruitment, fundraising, grant applications, annual reports, community presentations, etc.
- Source, maintain, and participate in external volunteer recruitment opportunities, e.g. community volunteer recruitment fairs, online advertising opportunities.
- Pro-actively identify operational issues within volunteer program areas, and create and enact solutions.
- Help resolve conflicts when they arise, offering support in clarifying roles and responsibilities, and communicate expectations or opportunities for improvement as needed. Support situations where role changes are best for the involved parties.
- Fully support off-boarding when volunteer projects wrap up, or volunteers exit their positions.
- Fully support the administrative aspects of each volunteer program.

Event Support (10%)

- Coordinate volunteers for annual events at the Society, including planning shifts, recruiting, and training for various roles.

- Work with key volunteer teams for their events (e.g. Silver Swans Craft Sales), supporting their needs directly and helping ensure their activities are in line with Society objectives.
- Collaborate to update all event planning documents and software with and for other staff members.
- Act as an in-person backup for various roles in case of volunteer absenteeism.
- Track and report on volunteer hours and worked time for events.
- Take an active role in post-event activities, such as clean up (e.g. putting chairs and tables away, taking down signs, cleaning, etc.), reports, post-mortem recommendations, etc.

Administration & Commitment to Continuous Improvement (25%)

- Collaborate with all team members to maintain cleanliness and safety of all building areas as well as the overall site and trails.
- Engage in all aspects of the organization's risk management, safety procedures, and protocols.
- Track and analyze data to inform planning, budgeting, and engagement strategies, and use insights to recommend process improvements.
- Track activity attendance, engagement, and participant feedback for internal reporting.
- Track expenses, invoices, and ensure time and budgetary expectations and reporting requirements are met.
- Proactively contribute to documentation needed for organizational continuity, fully participating in the development and maintenance of shared management systems and tools (e.g. tracking spreadsheets).
- Ensure careful record-keeping for time-tracking and payroll software data entry.
- Maintain composure and professionalism while using forward-thinking problem solving as any challenges or stressors arise.
- Approach projects and time at work professionally, understanding the need to represent the values of the organization in one's daily approach to task completion.
- Maintain openness and capacity for dialogue around feedback and coaching.
- Maintain tidy, organized work area, with respect for tools and all property.
- Fully participate in daily work to create a welcoming and inclusive experience for all visitors, staff colleagues, and volunteers.
- Provide a positive representation of our charitable, non-profit Society in interactions with colleagues, visitors, and the public.
- Align project priorities and work commitments with requests for time off.

Qualifications

- Demonstrated awareness and alignment with our organization's structure, values, [mission, vision](#) and [strategic plan goals](#) (URLs embedded) to be reviewed during the interview process.
- Bachelor's degree in a relevant field (e.g. communications, public relations), or equivalent in skills and experience.
- Highly developed interpersonal, written, and verbal communication skills with compelling ability to engage audiences (specifically in English) with keen attention to clarity, grammar, and spelling.
- Able to work comfortably both independently and in a team environment, both outdoors and indoors in all types of weather
- Experience working with a wide variety of volunteers, including individuals with English as an additional language, individuals with diverse levels of physical or developmental abilities, and ensuring all interested applicants and volunteers feel appreciated and welcomed.
- Professional attitude with ability to demonstrate patience and empathy when working with Nature Sanctuary staff, volunteers, and others encountered in the course of work, including tact and discretion in dealing with sensitive situations.
- Demonstrated abilities to be creative, resourceful, and proactive.
- Comfortable and experienced using PC computers, including modern communications and collaborative computing programs, and applications (e.g. Word, Excel, Outlook).
- Hands-on experience with office equipment (e.g. photocopiers machines and printers)
- Able to report to Supervisor(s) and take direction from Supervisors and Mentors.
- Excellent organizational skills with exceptional attention to detail and ability to manage time, with a track record of coordinating multiple projects and balancing competing priorities.
- Class 5 driver's license and reliable transportation with ability to get to events, including transporting, and the physical ability to set up/take down event equipment (e.g. plastic folding tables, folding chairs, etc.).
- Ability to provide a satisfactory Criminal Record Check for vulnerable populations upon hiring (the fee for which will be reimbursed for the successful applicant).

Assets

- Experience working in the non-profit sector

- Experience with a customer database/Client Relationship Management (CRM) system
- Communication experience including email newsletters, rack cards, poster and poster distribution.
- Anti-oppression training or skills
- Event planning and management
- Scientific skills including wildlife, plant identification and restoration techniques
- Fondness for both blooming plants and communities

Benefits Offered

- 11 paid (using Employment Standards calculation) statutory holidays as well as Easter Monday
- Personal time earned at 2% to a max of 21h annually
- 10% cash benefits program (after successful completion of 3-month probationary period)
- First-aid certification training fee (initial or renewal)
- Professional development program - \$500 in work time release or for program fees (pro-rated for part-time employees)
- Workplace-wide professional development – up-skills trainings where fees and work time are paid for, e.g. decolonization workshops, ecological restoration learning
- Extraordinary on-the-job peer and mentor guidance
- Teamwork and support within a strong, diverse community of over 300 active and engaged intergenerational, multi-cultural volunteers
- Perks as a non-profit employee with up to 50% discount on outdoor gear and other businesses around town
- Participation in multi-cultural workplace and practices
- Meaningful participation in land-based practices, learning, and sharing
- An inclusive work environment surrounded by beautiful natural surroundings
- Casual dress code, free on-site parking, covered bicycle parking, and copious snacks!

Note: A Vulnerable Sector Criminal Record Check will be requested of the successful candidate.

Eligibility

The above job description represents generally what we are seeking for this position. If you find either this position or our workplace of interest, please consider applying.

Swan Lake Christmas Hill Nature Sanctuary Society is committed to creating mutually respectful relationships with Indigenous Peoples. We strive to create opportunities for knowledge-sharing and understanding. We are committed to diversity, equity, and inclusion as a community-focused organization. We are committed to building a diverse staff and will be hiring through an equity lens.

We centre human dignity and growing our connections to each other and to our environment. We believe that each of us is responsible for addressing discrimination and that we co-create peace and good relationships as a daily practice.

To learn more about our workplace and possible accommodations, please email Dr. Cara Gibson – cgibson [at] swanlake.bc.ca

To Apply:

Please email Dr. Cara Gibson – cgibson [at] swanlake.bc.ca – your cover letter and resume as a single pdf with your last name in the file name and “Volunteer Coordinator” in the subject line.

Please also include two references (email addresses and phone numbers) with your application materials.

Application deadline: Aug 17, 2026 11:59pm

Interviews scheduled: Week of Aug 21, 2026

Position to begin ideally: September 15, 2026

We are grateful to all applicants, however, due to the volume of applications that we receive and the size of our staff team, only candidates selected for an interview will be contacted.

We are unable to provide feedback or career coaching, but refer people to the following [provincial resources](#) and other [local resources](#) [URLs embedded].