

# Online Volunteer Platform

## Community Partner FAQs

The following is a list of frequently asked questions. Our hope is that the answers will support you in making your decision to use the online platform while providing you information to guide you in posting and recruiting through the system. We encourage you to review this document online as there are links, tools and other information.

If you have any additional questions, please contact us at [community.learning@ubc.ca](mailto:community.learning@ubc.ca)

### ELIGIBILITY

#### Q. Who is eligible to post on the volunteer platform?

All student groups, societies, non-profit, community and charitable organizations in British Columbia are eligible to post opportunities. Government and health care organizations are eligible but maybe restricted based on the opportunity they are posting.

#### Q. Do I have to apply or register to be eligible?

Before you can post an opportunity on the site you must create an organizational profile here: <https://ubc-csm.symplicity.com/employers/>

Staff will review your profile before approving. Once your profile is approved you will receive email notification that you can post opportunities. Please allow for 1-2 business days for this process to complete.

#### Q. Is there a cost to post an opportunity?

There is no cost to post opportunities on the volunteer on-line platform.

### POSTING OPPORTUNITIES

#### Q. What is required of me as a partner organization?

- The first step is to create an organizational profile. Once this is done you can create any online postings as needed. You are responsible for maintaining your profile and ensuring it is up to date.
- All partner organizations are responsible for creating and posting their own opportunities. The system is developed to make it as straightforward as possible however, should you have any questions at all when completing please [let us know](#). Partners are responsible for ensuring their posting is up to date by closing it when you have selected someone, extending it if more volunteers needed, and editing it should any details change.
- You have the opportunity to receive email notifications when you receive applications. Please check regularly. You have a choice of responding to students as they submit or, if you have a set deadline, when it closes. You are now in control of your volunteer recruitment process and have the ability to connect with students when you are ready; we do encourage you to reach out to students in a timely manner.
- Stay connected with CCEL. Our staff will reach out regularly to check-in but should you have questions or require support in recruiting and hosting students please do not hesitate to call or email.

Sign up and Post

FAQ

Posting Guide

Post Opportunity



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## Q. How do I post a volunteer opportunity?

Please click [here](#) to see screen shots that provide step by step instructions and please read [our posting guide](#) for tips and best practices for a strong volunteer posting.

## Q. What should I include in my posting?

The online system provides drop down menus and boxes asking for specific information, details about your opportunity and skills required. In developing an appealing role description, it is critical to create a succinct, transparent and desirable opportunity. Experiences that draw students demonstrate the skill development opportunities, the value to the organization, the key activities and the expectations of the organization.

Please view our [Volunteer Posting and Management Guide](#) for tips on creating a volunteer opportunity.

## Q. How do I know which workshops to recommend?

Workshop Title	Skills and Responsibilities Required by Organization
Facilitation Skills	<p><u>Skills</u></p> <ul style="list-style-type: none"><li>• Strong verbal and written communication skills</li><li>• Ability to convey concise and accurate information</li><li>• Management ability</li><li>• Leadership ability</li><li>• Ability to work on a team</li></ul> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"><li>• Engage with diverse stakeholders</li><li>• Conduct outreach</li><li>• Facilitate workshops</li><li>• Communicate information to diverse stakeholders</li><li>• Lead focus groups or meetings</li></ul>
Power and Privilege	<p><u>Skills</u></p> <ul style="list-style-type: none"><li>• Interest in community development and organizations</li><li>• Ability to work with diverse populations in a calm, courteous, and effective manner</li></ul> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"><li>• Works with respect towards participants</li><li>• Works with vulnerable populations</li></ul>

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FAQ

Posting Guide

Post Opportunity



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Workshop Title	Skills and Responsibilities Required by Organization
Non-Profits: Role, Impact, and You	<p><u>Skills</u></p> <ul style="list-style-type: none"> <li>• Interest in the non-profit sector</li> <li>• Interest in community development and organizations</li> <li>• Ability to work with diverse populations in a calm, courteous, and effective manner,</li> <li>• Ability to be nimble and adapt to organizational needs</li> </ul> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Works with respect towards participant</li> <li>• Works with vulnerable populations</li> </ul>
Professional Communication (online module)	<p><u>Skills</u></p> <ul style="list-style-type: none"> <li>• Strong verbal and written communication skills</li> <li>• Ability to convey concise and accurate information</li> </ul> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Engage with diverse stakeholders</li> <li>• Communicate information to diverse stakeholders</li> </ul>
Articulating Interest to Community Partners (online module)	<p><u>Skills</u></p> <ul style="list-style-type: none"> <li>• Strong verbal and written communication skills</li> <li>• Ability to convey concise and accurate information</li> </ul>

### Q: What if I require a Criminal Record Check for my volunteers?

Many non-profit organizations require their volunteers complete a criminal record check (CRC) prior to starting their placements. You can now check a box indicating this is needed when you enter the details for your volunteer position. This requirement will be visible to students searching opportunities. When this is flagged, students will reach out to CCEL to begin the CRC process. Once the CRC is complete, CCEL will update your student volunteer's profile.

### Q. What happens once my position is approved and posted?

After approval, your posting goes live where students can search and apply for positions. Applications will be sent to the email on file and you're then able to reach out to the student applicants.

### Q. Does UBC help me recruit students?

UBC does not recruit or select volunteers on your behalf. However, CCEL can provide the following:

- Assistance and resources to build strong postings
- Host multiple recruitment fairs to encourage students to volunteer
- Targeted recruitment to faculties and departments relevant to the positions available
- Recruitment pushes for all volunteer opportunities in September, December/January, and April/May

[Sign up and Post](#)

[FAQ](#)

[Posting Guide](#)

[Post Opportunity](#)



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Student Development & Services

## Q. How do I select and hire a volunteer?

Selection and hiring of volunteers is managed by partners as per their existing volunteer recruitment processes. We do recommend that you connect with all student applicants within two weeks of their application.

## Q. What if I do not receive any student applications?

If you are dissatisfied with the number of applications or quality of applications, CCEL staff will be available to strategize and plan steps forward. Note: All volunteer postings automatically remain active on the system for 1 month unless terminated by you.

## Q. How do I terminate my posting?

There are a few ways to stop recruitment for your posting:

- Postings will expire upon the “Closing Date” selected or 1 month after posting, whichever comes first. An email will be sent to notify you of an upcoming posting expiration.
- Organizations can withdraw their posting at any time, this will mean the position will no longer be viewable.

You can enter the system at any time to manage the status of your posting, increase the number of candidates needed or withdraw a posting.

## THE VALUE OF POSTING WITH CAREERS ONLINE

### Q. What is the benefit to my organization in posting on the CAREERS ONLINE platform?

Benefit	Details
<b>Have control over your profile, volunteer postings and recruitment process through a system that all UBC students have access to.</b>	<ul style="list-style-type: none"><li>• Post volunteer opportunities and connect with students across UBC when you need to</li><li>• Highlight your work and build awareness about your organization for current and future volunteer and employment opportunities</li></ul>
<b>Match volunteers to the skills you need</b>	<ul style="list-style-type: none"><li>• Identify the skills required for the position</li><li>• Easily review the experiences and skills of people interested in your opportunity as required</li></ul>
<b>Customize application and eligibility criteria</b>	<ul style="list-style-type: none"><li>• Request resumes, covers letters, criminal record checks or other options based on your needs or existing volunteer recruitment processes and requirements.</li><li>• Contribute to the level of preparedness of your student volunteers by requesting students participate in CCEL student workshops.</li></ul>
<b>Simplified volunteer application approvals</b>	<ul style="list-style-type: none"><li>• Set your posting with preferences for application management</li></ul>

[Sign up and Post](#)

[FAQ](#)

[Posting Guide](#)

[Post Opportunity](#)



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Benefit	Details
	<ul style="list-style-type: none"> <li>• Login and review all submitted applications in one place</li> <li>• Pre-screen, qualify volunteers, and send emails as applications are submitted</li> <li>• In both options you can approve an applicant in one click and receive their acceptance of the offer</li> </ul>
<b>Track &amp; report opportunity metrics</b>	<ul style="list-style-type: none"> <li>• CCEL will provide reports to our community partners quarterly with your analytics and any other data we have</li> </ul>
<b>Copy your opportunities</b>	<ul style="list-style-type: none"> <li>• Copy an existing opportunity and modify it to easily create a new one.</li> </ul>
<b>Deepen organizational memory</b>	<ul style="list-style-type: none"> <li>• All open and closed volunteer postings are stored on the system.</li> <li>• If you need to see the positions your organization has posted previously, see previous student applicants, or have a new staff person leading volunteer recruitment, you will be able to log in and see this information.</li> </ul>

## Q. Who can I contact if I need assistance or have additional questions?

You may email our staff at our central email address: [community.learning@ubc.ca](mailto:community.learning@ubc.ca). Please allow 2-3 business days for our staff to respond to your inquiry.

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