
Emergency Support Services Volunteer Coordinator

DEPARTMENT:	Fire & Rescue Services	STATUS:	Regular Part-Time
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	18 hours per week*	SALARY:	\$37.08 - \$43.67 per hour + comprehensive benefits plan

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 92,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

New Westminster Fire & Rescue Services is seeking an enthusiastic and qualified individual to fill a permanent part time Emergency Support Services Volunteer Coordinator position. You will develop, plan and implement a program of activities for volunteers in the Emergency Management Division. The work will primarily involve planning, organizing, coordinating and scheduling a large group of volunteers who assist in offering programs and activities as part of the overall emergency management program; recruiting, orienting, training and evaluating volunteers; and establishing and maintaining liaison with a variety of internal and external contacts.

If you have the following characteristics and qualifications, we want to hear from you:

- Certificate in Emergency Management, or a related discipline. An equivalent amount of Emergency Management / Emergency Support Services education and experience will be considered.
- Experience preferably working with Fire & Rescue Services.
- Successful completion of the following Emergency Support Services training through JIBC; Reception Centre Applied training, Group Lodging Applied training, or an equivalent of training and experience. Ability to obtain the ESS Director's Course from the JIBC or similar institution.
- Considerable knowledge of the methods, techniques, policies and procedures pertaining to the recruitment and coordination of a large volunteer group. Experience using Better Impact software for volunteer management is preferred but not necessary.
- Ability to develop, plan, schedule, implement, evaluate and recommend changes to volunteer programs, activities and services.
- Ability to orient, train and motivate volunteers, while also having the ability to respond in a timely and calm manner under duress and strain.
- Ability to establish and maintain effective working relationships with staff, volunteers, staff of other agencies and the public; and to employ contemporary service excellence principles.
- Ability to communicate effectively orally and in writing and to make presentations.
- Ability to monitor the volunteer program budget and to prepare and maintain correspondence, records, reports and training materials.
- Ability to act as a resource person and provide support to the City and Province when activated and or when an Emergency Operations Centre is activated.
- Valid Class 5 Driver's License for the Province of British Columbia.
- St. John's First Aid Certificate or equivalent is preferred.
- The successful candidate must be able to pass and maintain a clear Police Information Check.

***This position works a flexible schedule and non-standard hours, including evenings and weekends.**

Apply online with your **resume and cover letter in one document** at www.newwestcity.ca/employment by **May 11, 2026**.

We offer our employees great work-life balance, including competitive salaries, comprehensive health and wellness benefits and retirement plans (a percentage in lieu of benefits for auxiliary positions). We also offer a hybrid remote work schedule in accordance with our Remote Work Policy, opportunities for education and training, and engaging, rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsurrendered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

This position is only open to those legally entitled to work in Canada.