



cradle & kind

baby boutique

Job Description- Donation Centre Coordinator

Location: Hamilton, ON
Job Type: Part-time
Salary: \$25,000 per year
Hours: 20 hours/week

About Cradle and Kind Baby Boutique (formerly The Baby Depot)

Cradle and Kind Baby Boutique is a Hamilton-based charity that provides a full year's worth of clothing and essential items to babies in need. Through Cradle and Kind Baby Boutique, families can shop with dignity, selecting items that best suit their child's needs in a welcoming, supportive environment.

We envision a Hamilton where every baby begins life with the essentials for a healthy start—and we're looking for someone who shares that vision.

Hiring Statement

Cradle and Kind Baby Boutique seeks to hire an individual who represents the diversity of the community in which we serve. We are committed to being an organization of inclusion and belonging where women and persons of colour feel valued, respected, represented, and heard. We encourage applications from qualified candidates from members of groups that have historically or currently experience barriers to equity. We seek to provide accessibility through all stages of the hiring process for all applicants with disabilities, consistent with our accessibility policies and the AODA. Please let us know if you require accommodation, and we will work with you to meet your accessibility needs.

Position Summary

Cradle & Kind Baby Boutique is seeking a passionate, organized part-time Donation Centre Coordinator to oversee day-to-day operations at our Donation Centres, manage incoming donations, and maintain a smooth flow. The Coordinator schedules, supports and works alongside volunteers to ensure the Donation Centre operates effectively and volunteers have a positive experience.

Strong knowledge of baby clothing, gear and essentials is key to the success of this role. Organizational skills and the ability to communicate effectively with individuals from diverse backgrounds and experiences are also essential.

A key component of this role also involves managing and maintaining our donations—ensuring all items are properly cleaned and prepared before being distributed to families by training and working alongside volunteers.



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The successful candidate will be comfortable being on their feet for much of the day and working in a physically active environment. The role involves frequent trips up and down stairs between our donation centre and boutique, lifting and carrying larger baby items and donations, and helping families shop for the items they need.

Key Responsibilities

Volunteer Coordination:

- Work alongside Operations Manager to coordinate volunteer schedules and assign volunteers to appropriate tasks based on operational needs, availability and skills
- Provide ongoing support to volunteers and help ensure they are appropriately placed and meaningfully engaged
- Support Operations Manager in keeping detailed records of volunteers' information
- Ensure the purpose of the organization and its actions is clearly communicated
- Increase the volunteer base
- Work closely with the Operations Manager to orient new volunteers and communicate with volunteers

Donation Management:

- Manage both Donation Centres
- Accept and process donations with volunteer assistance
- Wash clothing using our onsite laundry facilities
- Clean and process all large baby gear with volunteer assistance
- With the Operations Manager, maintain the inventory database to ensure we have an accurate count of donated items
- Maintain and keep the storage facility clean and organized
- Ensure all baby gear is in working condition and log all recalls
- Pick up donations from partner agencies with a personal vehicle (mileage reimbursed)

Hosting families (as needed):

- Greet and help families who come into Cradle and Kind Baby Boutique
- Track family visits using the database
- Restock the boutique



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Skills and Qualifications

- Experience managing, training and engaging with volunteers
- Strong understanding of or experience in the nonprofit sector, especially related to family support, poverty relief, or children's services
- Strong knowledge of baby clothing, baby gear, baby merchandise and sizing
- Proficient in Office 365, Adobe and preparing spreadsheets
- Excellent communication, organizational, and time-management skills
- A positive, welcoming attitude and ability to work with people from diverse backgrounds

Requirements

- Ability to commute or relocate reliably to Hamilton, ON (L8L 3A3)
- Access to personal vehicle (required)
- Fluent in English (required)

Work Environment and Perks

- On-the-job training
- Casual dress and friendly work environment
- Opportunity to make a real impact in your community

Reports to:

Executive Director