

## **HOSPICE CARE AVON MAITLAND (HCAM)**

**POSITION TITLE:** Coordinator of Volunteers

**REPORTS TO:** Executive Director

### **POSITION SUMMARY:**

This position assists the organization in the planning, implementation and coordination of the visiting hospice volunteer program services in the communities of Stratford, St. Marys and Perth South, and the residential hospice volunteer services for the Rotary Hospice Stratford Perth (RHSP). This role works in a team environment with the Board of Directors, staff, volunteers and community partners to advance the profile of HCAM (Hospice Care Avon Maitland), SPHF (Stratford Perth Hospice Foundation) and RHSP (Rotary Hospice Stratford Perth).

### **ESSENTIAL FUNCTIONS**

#### **Administrative and Organizational**

- Ensure effective volunteer management practices and standards as outlined by Hospice Palliative Care Ontario (HPCO).
- Oversee volunteer roles and assignments to meet community and residential hospice palliative care needs
- Oversee a plan for providing volunteer services to support individuals and families
- Develop a budget to support the plan
- Develop and maintain relevant policies and procedures
- Develop and track quality improvement activities
- Project and track volunteer statistics
- Manage visiting hospice volunteer services referrals, as appropriate
- Identify knowledge, skills, abilities and motivations required to fulfill volunteer roles
- Develop and implement a volunteer recognition program
- Outreach to other hospice organizations to share resources and information
- Other related duties as assigned

#### **Recruitment, Screening, Training, Supervision and Evaluation**

- Recruit volunteers for specific roles and assignments
- Assess potential risks for volunteer positions and address with appropriate level of screening and training needs
- Facilitate regular HPCO compliant training along with HCAM specific training needs
- Maintain volunteer files including documentation of screening practices
- Provide supervision and training to support volunteer roles and assignments
- Monitor volunteer performance, provide appropriate feedback and resolve concerns
- Evaluate volunteer hospice palliative care services and ongoing training needs
- Facilitate in-house and external education sessions

## **Risk Management and Legislation**

- Ensure volunteers work in a safe, healthy and supportive environment in accordance with all appropriate legislation and regulations

## **JOB SPECIFICATIONS**

### **EXPERIENCE AND KNOWLEDGE:**

- 3+ years working experience with demonstrated skills in volunteer administration or human resources administration
- Certified Administrator of Volunteer Resources (CAVR) considered an asset
- Computer literacy, including experience with volunteer management database and scheduling
- Experience of working or volunteering in a not-for-profit community environment
- Knowledge of current evidence-based methods and practices of volunteer management
- Experience in community-based service delivery
- Demonstrated commitment to volunteerism
- Strong familiarity with Perth County communities

### **EDUCATION:**

- Post-secondary degree/diploma and/or certificate in Volunteer Resources Administration, Human Resources or a regulated healthcare profession
- Understanding of Hospice Palliative Care

### **WORKING CONDITIONS:**

- Successful completion of a Police Vulnerable Sector Check and 2-step Tuberculosis (TB) test
- 37.5-hour work week Monday to Friday with some evening and weekend work related to the position as well as attendance at community events
- A vehicle is required to be able to fulfill the requirements of this position, including a minimum of \$1 million automobile insurance policy with regard to public liability and property damage. Proof of insurance to be provided
- That all responsibilities be performed in keeping with the philosophical framework set out in the Mission, Vision and Values of HCAM

### **INTERPERSONAL SKILLS AND COMPETENCIES:**

- Compassionate, committed, sensitive, empathetic, excellent listener
- Superb written and oral communication skills including presentations
- Creative, self-starting, highly organized and ability to manage multiple priorities
- Diplomacy and sound judgement
- Excellent interpersonal skills as well as problem solving/conflict resolution skills
- Excellent public relations and networking skills
- Enjoy working in a team environment
- Time management skills and effectively working to deadlines
- Professional volunteer development as required
- Respectful of dignity and confidentiality