QUALIFICATIONS:

1. Bachelor’s Degree or equivalent experience in the volunteer/non-profit field.
2. A minimum of two years previous hospice, medical or volunteer organization experience preferred.
3. Able to receive direction and independently follow tasks through with minimum supervision.
4. Reasonable speed operating office equipment necessary in performance of job description duties, organizational responsibilities and skills and in performance of filing functions.
5. Ability to access and operate computer system, including prepare documents, enter data, read reports from computer database or e-mail and use e-mail for inter-office and external communication and research.
6. Demonstrate excellent critical thinking skills
7. Detail oriented, able to multi-task and remain flexible with assignments.
8. Must demonstrate an exemplary work ethic.
9. Maintains professional integrity throughout performance of all job duties.
10. Able to work as a high level team member and serve as an efficient, integral part of the Hospice organization.
11. Able to serve as a positive representative of SCH at all times.
12. Able to adhere to the practice of confidentiality regarding patients, families, staff, and the organization.
13. Able to act in a kind decent and respectful manner at all times.
14. Able and willing to work effectively with diverse people and/or populations.
15. Must be able to recognize, support and adhere to all SCH policies and procedures.
16. Able to consistently uphold attendance standards.
17. Must possess, or within 30 days be able to possess, a valid Oregon Driver’s License or ID card, dependable transportation and proof of automobile insurance coverage.

PHYSICAL REQUIREMENTS

1. Ability to work in an office setting and lift a maximum of 25 lbs., using a two-person assist for any awkward size or over 25 lbs objects.
2. Ability to communicate telephonically with staff and members of the community.
4. Ability to execute frequent reaching, bending, handling, lifting and filing of records.
5. Ability to sit the majority of the work day except or breaks and lunch.

WORK ENVIRONMENT/HOURS

1. Typical physical office setting.
2. Flexible work schedule including some weekends and holidays as needed to meet the organizations needs.
3. This is a full time 32 hours/5 days per week.

SKILLS REQUIRED

1. Keyboarding
2. Word processing
SOUTH COAST HOSPICE & PALLIATIVE CARE SERVICES

JOB DESCRIPTION - VOLUNTEER COORDINATOR

Skills Required (continued)

3. Excellent verbal, written and listening communication skills
4. Strong organizational and interpersonal skills.
5. Operation of copy machine
6. Operation of FAX machine
7. Operation of computer

PURPOSE

The Volunteer Coordinator is responsible for implementation of all elements of the Volunteer Program as enumerated in the program description, including but not limited to; Recruitment of a broad range of volunteers that can fulfill multiple assignments; seeing to it that all the levels of training are carried out; supervision of volunteers incorporating guidance, support, direction and accountability; creation of a Team Cadre of volunteers who identify as a member of that group; ongoing documentation to and maintenance of the information system; processing and making assignments in response to requests for volunteer requests; cooperating with staff at all levels in the agency; engaging in positive intra- and inter-agency coordination of events, projects and department requests.

SUPERVISION RECEIVED

Works under the general supervision of the Community Outreach Manager or designee, and in his/her absence the Executive Director.

SUPERVISION EXERCISED

Volunteers

DUTIES AND RESPONSIBILITIES

1. Must report for work at scheduled time, ready to perform work functions, and remain on task while completing entire scheduled shift.
2. Develops, implements, maintains and evaluates the SCH Volunteer program. Recommends program changes.
3. Develops, implements, maintains and evaluates the SCH Volunteer recruitment program.
4. Develops, implements, maintains and evaluates Volunteer training and activities.
5. Develops, implements, maintains and evaluates a Team Cadre of volunteers who identify as a member of that group.
6. Screens, selects and tracks needed processes such as Criminal Background checks and TB screening, and upon completion enters into Volunteer pool the volunteers available for assignment.
7. Assigns, coordinates, schedules, and supervises volunteers in collaboration with the IDG and identified needs for volunteer services.
8. Participates as a member of the SCH Care Team and attends IDG meetings.
9. Collaborates with other members of the SCH team regarding patient care, bereavement support and pastoral care volunteers.
10. Collaborates and cooperates with other departments to organize and facilitate special events/projects in areas such as of community education, health fairs, marketing, publicity, and fund raising, as enumerated in the Volunteer Program description and as requested.
Duties & Responsibilities (continued)

11. Coordinates and participates in the delivery of In-Service education, with an emphasis on the Group Delivery format, collaborates with SCH staff to encourage volunteer participation in ongoing in-service trainings.

12. Conducts on-going evaluation of volunteer’s assignment and contributions and processes as appropriate.

13. Visits patient/families, as appropriate, to interpret the role of the volunteer, to assess needs, and to offer volunteer support services.

14. Responsible for entries into and maintenance of the Volunteer Program Information Management System.

15. Responsible for volunteer documentation, including patient care records, training hours, Maintains volunteer files as defined by SCH policy.

16. Documents activities to facilitate program evaluation and provide data for change and Group.

17. Demonstrates reliable performance with a caring attitude and loyalty to SCH policies and philosophy and SCH/PCS team members.

18. Participate in staff training and educational programs as appropriate

19. Assist in other work responsibilities as requested or assigned by the Family Services Department Manager or Executive Director.

20. Individually responsible to conduct him/her in a safe manner during the performance of all job related duties. Also responsible to bring unsafe conditions to the attention of the person within the organization responsible for safety issues

21. To adhere to all SCH Personnel Policies including, but not limited to:

   Please initial _____ SCH Standards of Conduct as described in the agency’s Compliance Plan.
   Please initial _____ SCH Privacy Practices in accordance with HIPAA regulations.
   Please initial _____ SCH Sexual Abuse and Molestation Policy.
   Please initial _____ Demonstrates a kind, decent and respectful behavior.
   Please initial _____ Honor, respect, protect and promote patients’ rights and individualized care.

This position description describes the general nature and level of duties and responsibilities required of persons assigned to this position. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

______________________________________________________  ________________________________
Employee’s Signature                                      Date

______________________________________________________  ________________________________
Manager’s Signature                                       Date

______________________________________________________  ________________________________
Executive Director’s Signature                            Date

Accommodations for disabilities will be made whenever possible unless such accommodations would create an undue hardship on South Coast Hospice and Palliative Care Services, Inc.

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