We are here when you need us
Compassionate care ... respectfully delivered ...
to create a personal end-of-life journey

Carpenter Hospice is a dedicated team of caring staff providing individuals who are dying and their families with high quality palliative care in a home-like setting, meeting their physical, emotional and spiritual needs and making the last days of their lives together peaceful, comfortable and meaningful.

Volunteer Coordinator

Summary
Reporting directly to the Executive Director, the Volunteer Coordinator (VC) is responsible for the overall supervision of the human, operational and material resources required to deliver a high quality volunteer program. This role is responsible for maintaining complete and accurate documentation records in compliance with provincial regulations, legislation and health policies. As the Volunteer Coordinator, you will establish standards for the collection, access, transfer and storage of personal information relating to volunteers and those who use the services at the hospice. The VC is also responsible for coordinating all volunteer training, ensuring the training program meets the provincial community residential hospices standards as defined by Hospice Palliative Care Ontario (HPCO). You are responsible for the development of role descriptions, policies and procedures pertaining to the volunteer program. The Volunteer Coordinator ensures the vision for the volunteer program is aligned with the mission and vision of the hospice at large. The Volunteer Coordinator will foster and support a warm and collaborative environment that respects the individual and welcomes change and innovation.

Accountability
In the role of Volunteer Coordinator, you are accountable to the organization including the Board of Directors, Executive Director and colleagues, ensuring you perform your duties in accordance with the highest standards and best practices in palliative care, time management and fiscal responsibility. You are accountable to the residents and their families, ensuring we practice ethically, honestly and efficiently to offer the safest, most sustainable care. You will be accountable to donors, meeting public expectation that funds will be utilized appropriately and provide the best possible return on their investment in order to best serve residents and the community.

Professionalism
In the role of Volunteer Coordinator, you are expected to demonstrate professionalism through excellence in knowledge, judgement and behaviour. In the course of your duties, you will consistently demonstrate our core values of respect, honesty and equity. You will honour confidentiality and the autonomy of the residents and staff. You will demonstrate appropriate conflict resolution strategies and participate in reflective practice to identify challenges and contribute to solutions.
Duties

- Ensures quality assurance, regulatory and legislative compliance e.g. WHMIS, Ministry of Labour, Ontario Fire Marshall, etc.
- Maintains complete and accurate documentation records in compliance with provincial regulations, legislation and health policies
- Provides leadership and management to the volunteers
- Manages tracking and statistics, such as volunteer hours
- Develops appropriate schedules to ensure volunteer services are delegated according to work flow and need
- Coordinates and leads volunteer meetings
- Provides ongoing feedback and conducts volunteer role evaluations
- Coordinate and provide direct supervision of volunteers onsite and offsite when applicable
- Coordinates the recruitment and orientation of volunteers
- Develops, implements, reviews, evaluates and updates volunteer processes, procedures and supporting documents
- Coordinates and facilitates the research, planning, implementation and evaluation of best practices related to volunteer management
- Supports fundraising events and initiatives for the hospice through the use of volunteers
- Organizes and implements an annual volunteer recognition event
- Coordinates the provision of training for all volunteers ensuring the training meets the provincial standards required as indicated the Hospice Palliative Care Ontario (HPCO) standards for residential hospices
- Manages and resolves conflict and complaints among volunteers and escalates to the Executive Director as needed
- Other duties as required.

Position Requirements

- Post-secondary degree/diploma/certificate in Volunteer Management preferred
- Nationally Certified Administrator of Volunteer Resources (CAVR) preferred
- Minimum 3 years’ experience in volunteer management preferred
- Personnel or human resources management preferred
- Demonstrated experience in Community/Not for profit setting
- Valid Ontario Drivers’ Licence

Schedule of Hours

Thirty (30) hours per week (may need to work evenings/weekends to meet hospice/event needs)

Working Conditions

Significant computer use in an office environment requiring extended periods of sitting with exposure to frequent interruptions.