



Posting #: 2023-017
Position: Manager, Volunteer Services
Posted: July 21, 2023
Deadline: September 1, 2023

Manager, Volunteer Services
Full-Time – 37.5 hours per week – 2-year contract

JOB SUMMARY:

Carpenter Hospice is an 11-bed home in the heart of Burlington that offers resident-based care to individuals in the last stages of their lives, and community-based programs for individuals dealing with grief or a life-limiting illness. It is an exciting time to be joining Carpenter Hospice as we expand our resident and community services in Burlington and surrounding areas.

Reporting directly to the Executive Director, the Manager, Volunteer Services (MVS) is responsible for the direct management of the human and operational infrastructure required to deliver a high-quality volunteer program. Working with the Leadership Team, the MVS will ensure a solid volunteer base for hospice and supportive care operations and expanding volunteer services into the community. Working within an interdisciplinary team, and in accordance with the mission, vision, and values of Carpenter Hospice, the MVS is responsible for the overall administration of volunteer services and ensuring all volunteer activity operates in compliance with provincial regulations, legislation, and health policies. The MVS will foster and support a warm and collaborative environment that respects the individual and welcomes change and innovation.

PROFESSIONALISM:

In the role of Manager, Volunteer Services, you consistently embrace and demonstrate our core values and honour the confidentiality and autonomy of the residents and staff. You will demonstrate exceptional conflict resolution skills and participate in reflective practice to identify challenges and contribute to solutions.

KEY RESPONSIBILITIES:

- Manage all volunteers within the organization ensuring consistent support for operations through scheduling and maintaining a volunteer base that fulfills organizational needs
- Manage and facilitate the research, planning, implementation, and evaluation of best practices related to volunteer management
- Manage quality control and improvement of the volunteer program, ensuring the most appropriate volunteer service model and infrastructure for a robust and sustainable volunteer program
- Collaboratively create and maintain annual budgets and operation plans for the volunteer program
- Assess volunteer program readiness for accreditation and prepare a strategic plan to ensure accreditation success
- Provide monitoring and evaluation of programs, eliciting and responding to program participant feedback
- Develop a performance management approach for volunteers and lead its implementation



- Manage and lead the volunteer communication plan
- Review and update all volunteer roles and policies, developing new roles and policies where gaps are identified
- Work collaboratively with program leaders to align volunteer resources to program needs
- Recruit and onboard volunteers, diversifying current volunteer base. Nurture volunteer base to promote retention and volunteering satisfaction
- Maintain appropriate volunteer files and database and provide statistical analysis
- Represents Carpenter Hospice in sector-wide initiatives, community networks, and local groups

THE IDEAL CANDIDATE:

- Post-secondary degree/diploma/certificate in Volunteer Management preferred
- Current certification with Volunteer Management Professional Association e.g., CVA
- Minimum 5 years experience in volunteer management
- Personnel or human resources management preferred
- Demonstrated exceptional skills in:
 - critical and systems thinking, verbal and written communication, conflict resolution, problem solving, team building, stakeholder engagement, diplomacy, and change management
- Knowledge of hospice/palliative care philosophy
- Previous experience in a non-profit organization, particularly health care and/or palliative care an asset
- Demonstrated effective teaching, training, facilitating, and public speaking experience
- Strong understanding of best practices pertinent to volunteerism
- Excellent team player
- Proficiency in the Microsoft suite of software, including MS Word, MS Excel, MS Project, and PowerPoint
- Experience with volunteer program software considered an asset

OTHER REQUIREMENTS

- Ability to work flexible hours as needed which will include some evenings/weekends to meet hospice needs.
- Required to provide On-Call Manager Support evenings/weekends on rotation with other members of the Leadership Team, approx. every 5 weeks
- Ability and means to travel as needed.
- Required to provide a satisfactory current criminal reference check (CPIC) including for Vulnerable Populations prior to hire

To apply, please email your cover letter and resume to HR@thecarpenterhospice.com

At Carpenter Hospice, we are committed to fostering an inclusive and accessible environment. We are dedicated to building a workforce that reflects the diversity of the community. Should you require accommodation during any phase of the recruitment process, please indicate this in your cover letter. For any assistance, please contact the Human Resource Department at 905-631-9994 extension 136.

We thank all applicants for their interest in Carpenter Hospice. Only qualified candidates selected for interviews will be contacted.