

Hospice of Southern Maine

Position Description

Title: Volunteer Coordinator	Reports to:	Volunteer Services Manager
Primary Location: Gosnell	FLSA Class:	Non-Exempt
Supervises: Volunteers	Effective Date:	10/01/2021

Position Summary:

The Volunteer Coordinator is responsible for assisting the Volunteer Manager in the daily management and coordination of the Volunteer Department.

Qualifications:

1. **Education:** Minimum of Bachelor's degree. Concentration in social work, psychology, or a related field (e.g. education or health care) or equivalent related experience (3 years) in hospice or volunteer supervision/management required.
2. **Experience:** Minimum of one year of program management or events coordination experience required; supervision of volunteers in a health care, hospice, or patient advocacy program preferred.
3. **License/Certification:** Valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Supervises and coordinates activities of hospice volunteers at the Gosnell Memorial Hospice House; provides coordination support of volunteer activities in the Home Hospice Program and for agency-wide and community outreach events as needed.
2. Participates in and assists with volunteer training.
3. Assists with on-boarding and retaining qualified volunteers to effectively serve HSM's patient population, which includes interviewing, assessing individuals for placement.
4. Coordinates Volunteer Gosnell Memorial Hospice House Orientation and Helping Hands training.
5. Assists in developing and delivering the volunteer continuing education program.
6. Plans and facilitates volunteer support and informational meetings.
7. Provides one-on-one volunteer support and coaching.
8. Participates actively as a member of the hospice Interdisciplinary Team (IDT), and coordinates with other members of the IDT to ensure coordination and integration of volunteer services.
9. Assists with ensuring compliance of the volunteer program with the Medicare Conditions of Participation and State regulations.
10. Assists with ensuring that volunteers are in compliance with all agency and regulatory policies and procedures, including but not limited to required:
 - a. training
 - b. orientation
 - c. documentation
 - d. continuing education
11. Coordinates Caring Comfort Program in collaboration with Clinical Management.
12. Assists with developing, planning and executing of events pertaining to the HSM Volunteer Department.
13. Coordinates complimentary programs (i.e. Therapy Dog Program, Music Program), which fall within the HSM Volunteer Department.
14. Assists with performance evaluations of volunteers.
15. Provides departmental support during the absence of the Volunteer Manager.
16. Provides timely and appropriate responses to internal and external customer needs.
17. Performs additional duties as assigned.

Other Job Functions:

The following is a list of responsibilities of this position but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Promotes the agency and volunteer program externally and internally.
2. Participates in meetings and quality assurance and program improvement activities as required. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
3. Utilizes appropriate resources to maintain knowledge and skills.

Required Skills, Abilities and Knowledge:

1. Protects the patients' right to privacy and the confidentiality of patient and business records and information.
2. Demonstrates understanding of hospice philosophy.
3. Demonstrates understanding of team approach and communication.
4. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
5. Flexible and reliable; self-motivated and directed.
6. Ability to stay calm and effective during times of stress.
7. Ability to communicate effectively, in verbal and in writing.
8. Ability to work independently, and to make decisions within the scope of responsibility.
9. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
10. Ability to focus on accuracy and detail in a busy health care setting, while adapting to changing Agency priorities in a positive manner.
11. Advanced computer skills (i.e., Microsoft Office, electronic medical records (EMR) system).
12. Ability to effectively facilitate meetings.
13. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
14. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
15. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
16. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb	X		
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature	X		

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Exposure to blood borne pathogens and infectious disease		X	
Exposure to hazardous materials	X		
Repetitive Motion			X

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and review/complete computer and paper documents.

Mental Requirements:

Requires the ability to plan and perform a wide variety of duties requiring extensive knowledge of policies and procedures. Requires considerable judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee's Signature _____ Date _____