

Job Title: Volunteer Coordinator

Introduction

The Sea to Sky Hospice Society is a non-profit organization that promotes and provides compassionate care for all Sea to Sky residents with life limiting illness and ongoing support for their loved ones. In collaboration with VCH palliative care teams, the Sea to Sky Hospice Society provides support and programming for the Whistler Blackcomb Foundation Sea to Sky Community Hospice and provides opportunities for growth and development for its staff.

Location

This position is based out of the Whistler Blackcomb Foundation Sea to Sky Community Hospice in Squamish, BC, offering the potential for a hybrid model of work from home and office. The Volunteer Coordinator will reside in the Sea to Sky Corridor.

Job Summary

Reporting to the Executive Director, the Volunteer Coordinator (VC) provides coordination of all volunteer activities for the Sea to Sky Hospice Society, acting as the main point of contact for volunteer-related communication, planning and programming. The VC is responsible for the development of role descriptions and policies and procedures pertaining to the volunteer program. The VC ensures the vision for the volunteer program is aligned with the mission and vision of the Society. The VC will foster and support a warm and collaborative environment that respects the individual and welcomes change and innovation.

Job Responsibilities:

- Provides leadership and management of the volunteers
- Coordinates recruitment and orientation of volunteers for both direct and indirect roles in collaboration with the Client Services Coordinator
- Coordinates and supports the provision of training for all volunteers
- Connects referred clients with appropriate volunteers
- Provides general administrative support for the day-to-day operations of the Society programs including the scheduling and assignment of volunteers
- Maintains complete and accurate client and volunteer database
- Ensure that the Hospice Society volunteer-led services meet current and emerging needs of the Sea to Sky community, and as appropriate, participate in the development of programming to meet those needs
- Ensures processes, policies, procedures and documentation are current
- Ensures all volunteer documentation is up to date (e.g. confidentiality agreements, police checks, relevant training)
- In collaboration with Client Services Coordinator and Executive Director, implement changes to volunteer recruitment so that the volunteer pool reflects and honours the diversity and inclusion of all residents (most particularly members of the Indigenous communities)
- Provides monthly and annual utilization reports to Executive Director, including volunteer hours, number clients served and types of services provided
- Provides a link between volunteers and clinical team to identify unmet needs
- In collaboration with Client Services Coordinator recommend and implement changes to volunteer orientation to reflect the diversity of our volunteer pool

- Plan, develop, implement and participate in regular in-services and professional development for volunteers
- Connect with and support volunteers through ongoing engagement, through social media, email, website, telephone and other print and digital mediums
- Provides input on the Society website and other social media/communication channels as needed
- In consultation with the Client Services Coordinator, evaluate volunteers' support to clients and provide useful feedback to volunteers
- Offers and arranges debriefing with volunteer after a death or as needed
- Organize volunteer appreciation events and establish protocols and routines for volunteer appreciation
- Perform annual volunteer reviews to assess ongoing interest and focus for each volunteer
- In collaboration with Client Services Coordinator, organize and conduct a Volunteer Orientation at least once a year
- Manages and resolves conflicts and complaints among volunteers and escalates to the Executive Director as required

Provide Coverage for Client Services Coordinator Role

- Be able to conduct client intakes when Client Services Coordinator is on leave or unavailable
- Be able to receive referrals, arrange initial intake visit, determine type and level of support needed
- Check-in with clients when Client Services Coordinator is on leave or unavailable
- Update client records on information management system (Better Impact)
- Connect with community partners, such as Palliative team, Grief Counsellors, Long Term Care, hospital and Hospice personnel

Administrative Tasks

- Maintain and update all volunteer information on the databases, including providing statistical information to the team
- Assist volunteers to maintain the log of their hours
- Contribute to grant applications, reports and other publications related to the Hospice Society services and activities
- Public speaking/presentations as required

Relationship with other Hospice Society Contractors and the Board of Directors

- The Volunteer Coordinator is supervised by the Executive Director
- The Volunteer Coordinator will work collaboratively with a multidisciplinary team of staff, Board, volunteers, and community professionals
- The Volunteer Coordinator will work in collaboration with the Client Services Coordinator. Together they will be responsible for all tasks and responsibilities related to supporting clients and volunteers
- The Volunteer Coordinator and Client Services Coordinator may vary their hours to allow for one or the other to take periods of unpaid leave. Absences must be arranged in advance in consultation with the Executive Director and will require prior approval
- During these leave periods, the Volunteer Coordinator and Client Services Coordinator may be expected to work up to 40 hours a week to ensure all relevant duties are performed
- The Executive Director may, from time to time, assign other tasks to the Volunteer Coordinator

Skill requirements

- Undergraduate degree (or equivalent experience and training) in human services, education, healthcare or social services preferred

- Minimum of 3 years' experience in volunteer management or a combination of relevant education, training and experience
- Demonstrated organizational and time management skills
- Strong supervisory, administrative and operational skills, including computer literacy and skills in using software applications
- Excellent communication, leadership and problem solving skills
- Excellent verbal, written and interpersonal communication skills
- Experience supporting people who are dying and or grieving an asset
- Knowledge of the Sea to Sky community and the allied resources available in the community
- Ability to work independently and as part of a team
- Valid driver's license and access to a personal vehicle

Hours of Work

The position is a contract position at 20 hours per week with some flexibility in scheduling

Application Process

Applications are due by 5:00 pm PST on May 31, 2024. To apply, send a CV and cover letter to info@seatoskyhospicesociety.ca with the subject line "Volunteer Coordinator Application". We thank all applicants for their interest. Only applicants selected for interviews will be contacted.

Start date

The preferred start date is July 1, 2024