



Position Title: Volunteer Services Specialist

Main Function: The Volunteer Services Specialist is responsible for coordinating, supervising and maintaining an effective and comprehensive volunteer corps to provide hospice volunteer services to patients and families. Additional objectives include assisting with internal and external public relations activities. This is accomplished through coordination with and approval of the Volunteer Services Coordinator.

Supervisor: Volunteer Services Coordinator

Fair Labor Standard Act Classification: Non Exempt

Specific Duties/Responsibilities/Knowledge Application:

A. Volunteer Services

1. Accepts referrals for volunteers, assigns volunteers and documents his/her activity in the electronic medical record (EMR).
2. Initiates and maintains ongoing effective communications with volunteer corps and staff making volunteer referrals.
3. Recruits, trains, supervises, motivates, appreciates and assigns volunteers
 - a. Coordinates, schedules and performs ongoing volunteer orientations to ensure appropriate growth of the department consistent with agency growth.
 - b. Coordinates, schedules and performs volunteer training programs, including specialized trainings (i.e. vigil team, Pet Peace of Mind program, etc.)
 - c. Coordinates and schedules educational opportunities for volunteer enrichment
 - d. Plans and coordinates volunteer recognition activities and events
4. Maintains and monitors volunteer files, including required health records, annual updates, licenses and in-service records; ensures such are kept secure and confidential
 - a. Ensures on-going supervision and periodic evaluations of Niagara Hospice volunteers
5. Maintains a comprehensive volunteer database summarizing information found in volunteer files, using the database to maintain a schedule of completed volunteer hours, and for notifications of needed updates to volunteer files
6. Assists in the development and maintenance of written policies and procedures pertaining to volunteer services

7. Ensures compliance with all volunteer services policies and procedures and with pertinent Niagara Hospice policies and procedures
8. Generates and reviews volunteer utilization reports from agency Electronic Medical Record (EMR) database and recommends efficiency initiatives as well as provide requested information for the agency QAPI program
9. Coordinates with Volunteer Services Coordinator short and long-range planning and development for the volunteer program
 - a. Surveys volunteers to identify skills, experience, abilities and interests for volunteer placement
 - b. Surveys Niagara Hospice staff regularly to identify skills, experience, abilities required to meet volunteer needs of each department
 - c. Conducts volunteer satisfaction survey annually to help measure success of the Volunteer Services program and identify areas for improvement

B. Other Duties/Responsibilities

Fulfilling patient and family needs for volunteer services are the number one objective of this position; Volunteer Services Specialist will also assist with marketing, public relations and event activities to include, but not be limited to the following:

1. Upon prior Volunteer Services Coordinator approval, assist Advancement Coordinator and Special Events Coordinator in planning and running fundraising/non-fundraising activities, including event planning, soliciting donations, sponsorships, and secures prizes for raffles, auctions, etc.
2. Upon prior Volunteer Services Coordinator approval, assist Director of Communications with marketing and public relations (internal and external) activities
3. Support and promote the philosophy, goals, objectives, and programs of Niagara Hospice
4. Promotion of and adherence to the elements of the corporate compliance program and Niagara Hospice policies and procedures

Qualifications:

Education Requirements:

Associates Degree in Human Services or equivalent educational background from an approved and accredited College or University preferred.

Any other combination of educational and professional experience as deemed appropriate by the Volunteer Services Coordinator.

Work/Skill/Experience:

- Excellent communication skills, both oral and written
- Ability to relate well to the needs of the terminally ill and their families

- Superior skills in interpersonal relations
- Knowledge and understanding of the dynamics of death, dying and bereavement
- Ability to work with a diverse group of volunteers, staff and professionals
- Ability to make decisions based on problem solving techniques
- Computer, technology and database proficiency

Licensure/Certification:

Valid Driver's License; travel required

Physical Demands:

- Periods of prolonged sitting (e)
- Intermittent reaching, stooping, bending, kneeling, and crouching (e)
- Write, read and comprehend English (e)
- Finger dexterity related to typing, using key pads, filing, etc. (e)
- Exerts up to 15 pounds of force (e)
- Ability to drive in various weather conditions

Work Conditions:

- No hazardous or significantly unpleasant working conditions
- Risks found in a typical office setting
- May include outside venues (exposure to outside elements)