



People for a Healthy Community
PO Box 325, 675 North Road, Gabriola Island, BC. V0R 1X0
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POSITION: Part Time - Hospice Program and Volunteer Coordinator Position

SALARY: Commensurate with Experience

HOURS: Part-Time - To be determined

POSITION SUMMARY:

The Volunteer/Care Program Coordinator reports to the Executive Director and develops, plans, coordinates and manages the volunteer program and hospice program educational activities. You will perform outreach to various community services and groups to promote volunteer opportunities for hospice care.

- Determines need for volunteer services with the participant/family/caregiver and Island Health Services
- Responsible for selecting, recruiting, interviewing, screening, assigning, and coordinating participant volunteers.
- Evaluate and counsel volunteers on their performance as needed.
- Conduct initial assessment of participant and family needs appropriate for volunteer support
- Develops and maintains the volunteer orientation program.
- Ability to determine and provide information regarding community and medical resources available.
- Maintains current volunteer personnel files and coordinates and supports continuing education of volunteers
- Contributes knowledge and experience towards enhancement /development and maintenance of volunteer and client databases
- Attends team meetings as indicated and participates in the development and revision of participants' plans of care regarding volunteer services.
- Develop volunteer policy and procedures and ensure they are adhered to
- Maintain open lines of communication with volunteers, participants, and family members.
- Ensure a high level of care and compassion.
- Ensures accuracy, confidentiality and safekeeping of PHC electronic and paper records
- Keep accurate documentation of volunteer assignments including documentation of hours served on a monthly and quarterly basis.
- Respond to arising needs for volunteer support of projects and activities of the organization when assistance is requested and be available by phone or in person for the volunteers to discuss their role with activities, participants, and families.
- Demonstrate interpersonal skills in relating to participants and families, volunteers, team members, and the community.
- Develop programs and public relations messages that promote the pillars of a compassionate community, hospice, and the PHC organization and its role as an effective community organization.
- Perform other duties as requested or required, in the sole discretion of the Executive Director.

Hospice Program and Volunteer Coordinator



EDUCATION AND EXPERIENCE:

- Certificate in Social Services or Volunteer Management, or an equivalent combination of education and / or experience;
- Minimum 2 years successful experience coordinating volunteers, preferably in the health or social services field an asset;
- Excellent oral and written communication skills;
- Excellent interpersonal, organizational and computer skills (MS Office, Excel, Power Point and Access or other volunteer management databases are of value)
- Able to manage multiple projects, work independently and as part of a small team;
- Knowledge of End of Life and Bereavement issues and experience with the mental health system an asset.
- Ability to organize and develop volunteer hospice personnel for both participant and family needs.
- Previous experience in hospice and/or related healthcare setting is preferred.
- Knowledge of local community resources an asset.
- Knowledge of counselling process/skills an asset
- Ability to work in a highly confidential environment
- Ability to work under pressure and when dealing with individuals experiencing intense emotions
- High degree of flexibility and initiative
- Driver license and vehicle