

<b>JOB DESCRIPTION MANUAL</b>		<b>SECTION:</b>	Job Description Manual
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		<b>EFFECTIVE:</b>	3/90
<b>SUBJECT:</b>	JOB DESCRIPTION	<b>REVISION:</b>	9/10, 8/17, 1/19
	VOLUNTEER PROGRAM COORDINATOR	<b>REVIEWED:</b>	9/10, 8/17, 1/19

**Summary:** Responsible for development and implementation of facility volunteer program. Intent is to align HCHA volunteer programs together, example Hospice and Long Term Care, to maximize volunteer recruitment, training, and utilization throughout HCHA. May also be responsible for developing marketing initiatives to provide support to all management to ensure facility strategic plan and consistency/brand in HCHA communication processes.

**I. QUALIFICATIONS:**

- 1.1 Advanced education preferred in marketing or related field preferred.
- 1.2 Previous experience in a social or recreational program in a healthcare setting preferred.
- 1.3 Previous experience in volunteer coordination, marketing, or related field preferred.
- 1.4 Must be energetic and ambitious with self-motivation to support the mission of HCHA.
- 1.5 Must possess good communication skills, both written and oral, to effectively communicate with residents, patients, clients, staff, medical providers and the public.
- 1.6 Must possess good interpersonal skills.
- 1.7 Must possess good organization skills with the ability to plan, organize and facilitate volunteer programs and marketing strategies.
- 1.8 Requires analytical skills and the ability to evaluate and propose solutions to problems.
- 1.9 Must exhibit a spirit of cooperation and ability to work in a team environment.
- 1.10 Good leadership, initiative, and judgment skills.
- 1.11 Computer knowledge required.
- 1.12 Ability to execute a supportive and sensitive approach to volunteer and patient/family needs as well as the facility/department needs.

**II. PHYSICAL DEMANDS AND SPECIAL CHARACTERISTICS:**

- 2.1 Moderate physical work.
- 2.2 Near visual acuity for reading and preparing reports, forms, policies etc.
- 2.3 Ability to exercise independent judgment and maintain emotional stability under stress.
- 2.4 Flexibility to handle changing situations and emergency needs.
- 2.5 Requires frequent talking, listening, reading, and writing.

**III. JOB ACCOUNTABILITY AND RESPONSIBILITY**

- 3.1 Plans, coordinates, and directs the facility volunteer program.
- 3.2 Communicates with the department managers to determine the volunteer needs of the facility.
- 3.3 Initiates the screening, recruiting, interviewing, orientation and ongoing supervision of the facility volunteers.

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- 3.4 Oversees the scheduling of the volunteers and maintains adequate record of volunteer hours.
- 3.5 Increases the community’s awareness of the wide variety of volunteer opportunities available at HCHA.
- 3.6 Maintains HCHA standards of customer service.
- 3.7 Coordinates and provides education and information to the community regarding the volunteer program.
- 3.8 Develops creative advertising and recruiting brochures on HCHA volunteer opportunities to distribute to the general public and community.
- 3.9 Coordinates Volunteer Board meetings.
- 3.10 Develops instruction guides, policies and procedures that aide in coordinating volunteer activities.
- 3.11 Assigns volunteers to service on the basis of program needs and volunteer interest and skills.
- 3.12 Fills in for volunteer services when no volunteers are available.
- 3.13 Maintains the volunteer database and record keeping system which includes services delivered and actual time involved.
- 3.14 Maintains current files on all volunteers.
- 3.15 Conducts orientation and training of the volunteers regarding HCHA’s mission, vision, core values, policies and procedures.
- 3.16 Develops and implements all volunteer recognition programs and activities.
- 3.17 Organizes regular volunteer meetings to enhance volunteer knowledge and awareness.
- 3.18 Actively engaged and assists with HCHA fundraising activities.

**IV. SUPERVISION AND DIRECTION:**

- 4.1 Reports to the Director of Nursing-Aging Services.

**V. JOB STATUS & CLASSIFICATION:**

- 5.1 Full-time or Part-time, non-exempt.

**VI. OTHER:**

- 6.1 This job description is not intended to be all-inclusive. This job description in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position. Management reserves the right to revise this job description at any time.

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