



## **Manager Volunteer Services**

Hospice Vaughan – Woodbridge, ON

### **Position Summary**

*Join our team and make a difference!* We are currently seeking a full time Manager Volunteer Services to join our organization as we grow to support our community. This position is essential to support the heart of hospice--our volunteers--and will be responsible for the recruitment, training, placement, monitoring, mentoring, supervision, evaluation and appreciation/recognition of volunteers. This position reports directly to the Executive Director.

Since 1995, Hospice Vaughan, a not-for-profit organization, has been helping people with life-limiting illnesses live fully in comfort and with dignity until they die, while providing support for families, friends, and caregivers. Currently we offer community based programs and services and we are expanding to include a new 10-bed residential hospice.

### **Duties and Responsibilities**

- Recruit, screen, interview and check references of all volunteers
- Identify and pursue volunteer recruitment opportunities within the community, including in diverse communities
- Determine best placement of volunteers based on skills and interests
- Work with staff to determine areas where volunteer support is required, integrate volunteers into existing and new programs
- Develop and review volunteer assignments, provide coaching, feedback and evaluation
- Coordinate initial and on-going training/orientation/professional development and mentorship opportunities
- Build strong relationships and maintain a regular connection with all volunteers
- Develop new, innovative ways to show appreciation to volunteers, and plan and execute all volunteer recognition initiatives
- Address and facilitate professional resolution processes as required
- Develop volunteer surveys and identify successes, issues and opportunities
- Documentation, data collection and reporting
- Responsible for privacy, confidentiality and workplace standards



## Qualifications

- Community College Volunteer Management Certificate or equivalent preferred
- University degree or college diploma in Health, Social Services or Human Resources or equivalent an asset
- 3+ years' experience coordinating the delivery of volunteer services and/or developing and implementing volunteer programs preferred
- Active member of a recognized professional volunteer management association an asset
- Knowledge and experience in palliative care, hospice services, or health care an asset
- Excellent computer/technical skills and proficiency with Microsoft Office Suite
- Working experience with database software (experience with AlayaCare an asset)
- Ability to collect, track, document and analyze data
- Excellent written and verbal communication skills and good listening skills
- Proven leadership and superior organizational and time-management skills
- Demonstrated team player, with strong interpersonal skills and empathetic listening skills
- Strong commitment to the values of Hospice Palliative care, the organization and the community
- Knowledge of privacy, confidentiality and workplace standards
- Sensitivity to clients, caregivers and the community
- Willingness to work flexible hours
- Valid driver's license with access to reliable vehicle
- French language and/or other languages an asset
- Successful applicants are required to provide a criminal reference check

Qualified applicants are invited to forward a cover letter and resume to [hr@hospicevaughan.com](mailto:hr@hospicevaughan.com). Please specify "Manager Volunteer Services" in the subject line of your email.

**Deadline for applications is 9:00 am on Monday Feb. 26<sup>th</sup>.**

We thank all applicants for their interest, however, only those candidates who have been short-listed will be contacted.