



Position Description
Standardized Volunteer Opinion Survey (SVOS)
Health Care
Committee Member

Purpose

In keeping with the Standardized Volunteer Opinion Survey (SVOS) Terms of Reference, the committee is responsible for the promotion, coordination and implementation of a standardized survey tool for the hospital sector in Ontario.

The survey provides a unique opportunity to promote excellence in the management of volunteer engagement of hospital volunteer programs and to support outcome based measurement, benchmarking and best practice.

The survey initiative will also contribute to the revenue of the association through profits generated from the survey fees.

Reporting to: The Standardized Volunteer Opinion Survey Lead

Responsibilities:

Under the leadership of the Survey Lead, the committee will work collaboratively to:

- Review and approve the Terms of Reference and the committee position description prior to each survey period.
- Review the survey and make any necessary updates based on feedback from previous participants and any changes which would contribute to the improvement of the standardized survey.
- Review all communications and documentation at the beginning of the survey cycle in preparation for promotion and the survey launch.
- Confirm survey consultant and complete contract for the analysis, survey report and survey presentation.
- Prepare and maintain a survey budget to monitor all costs and revenue. Complete a final budget report at the end of the survey.
- Promote the SVOS to the PAVRO membership and health care sector which will include a review and revisions to communications, web site pages and external promotional materials.
- Confirm survey tool (currently Survey Monkey is used), Prepare, update and test online survey.
- Ensure regular and timely communications with Survey Lead and PAVRO Administrative Assistant/SVOS Administrator.
- Assist with reviewing the survey report prepared by Survey Consultant and provide feedback on any changes or revisions to the report.

- Assist with planning and coordinating a survey report meeting for participating survey organizations
- Evaluate the program and prepare a report for submission to the PAVRO Board following completion of the survey process. The reports should include program statistics, outcomes and any recommendations for improvements to the SVOS initiative.
- Maintain, review and revise as necessary all program processes and documentation (in an electronic format) as well as a resource binder to be held and managed by the PAVRO Administrative Assistant.

Outcomes:

- The successful completion of a biennial survey which is completed within the defined timelines, budget and revenue targets on behalf of the Association.
- Positive feedback from participating organizations on their experience with the survey tool, survey report and customer service provided during the survey period.
- Contributing to excellence in a benchmarking tool which supports evaluation, best practice and quality improvement for the successful engagement of volunteers in the health care sector.

Qualifications:

- An interest in supporting best practice and benchmarking.
- An interest or experience in survey design, implementation and coordination.
- Knowledge of PAVRO and the volunteer management profession.
- Ability to work independently and as part of a team.
- Excellent communication skills.
- Strong project management skills.
- Strong organizational skills and attention to detail.
- Commitment to a two-survey term for approximately 4 to 8 hours per month (with the bulk of the work required when the survey is promoted and conducted).

Code of Conduct

- I will perform my duties responsibly and impartially to the standards set out by PAVRO in a manner that would bear public scrutiny.
- I agree to declare any real, apparent or perceived conflict of interest in matters which may result in financial gain or personal benefit.
- I further agree to maintain the confidentiality of any proprietary or privileged information to which I have access, both during and after my term on the SVOS Committee. This information may include contracts, financial information, membership lists, staffing or personnel documentation and/or discussions about PAVRO business, survey tool, survey information and survey budget.

Benefits:

- If travel is required and pre-approved, standard PAVRO mileage will be paid and long distance phone charges covered by PAVRO (with a log and/or receipt).
- Opportunity to develop hands on experience with a standardized survey tool, survey coordination, reporting and analysis.

- Opportunity to work with other committed individuals to help support excellence and best practice in the profession.
- Professional development, gaining experience with a provincial committee and association.
- Accumulation of hours towards PAVRO Certification.

Approved: May 2017