

Position Title: Director, Volunteer Resources

Reports To: Associate Vice President, Organizational Effectiveness

Trillium Health Partners (THP) is one of the largest community-based acute care facilities in Canada. Comprised of the Credit Valley Hospital, the Mississauga Hospital and the Queensway Health Centre, Trillium Health Partners serves the growing and diverse populations of Mississauga, West Toronto and surrounding communities and is a teaching hospital affiliated with the University of Toronto.

**Our Mission: A New Kind of Health Care for a Healthier Community**

When we set out to build our vision and future, we connected with our community - patients, families, visitors, physicians, staff and volunteers. The foundational goals of our new strategic plan - quality, access and sustainability - anchor everything we do. Our mission for a new kind of health care is built on an inter-connected system of care organized around patients - inside and outside the hospital.

At THP, we are relentless in providing high quality, compassionate care to our communities and take great pride in fostering an inclusive and accessible environment and we are all accountable for contributing to a healthy, safe and respectful environment for healing and promoting excellence in patient care through advancing patient and staff safety. If you are passionate about what you do, motivated to improve the health of the community, committed to excellence, quality and patient safety we would like you to join our Better Together team!

**THE OPPORTUNITY**

Reporting to the Associate Vice President, Organizational Effectiveness, and working in close partnership with a dedicated team of 2400 volunteers and hospital staff, you will lead the Volunteer Resources department across all three of Trillium Health Partners' site across West Toronto and Mississauga. The Volunteer Resources department supports deployment of our 2,400 volunteers to various patient care and support service roles across the hospital including hospital greeters, wayfinding, patient care services supports and other administrative responsibilities. The program also is key partner in fund raising for the hospital with the Trillium Health Partners Foundation leading a variety of fund raising events throughout the year which the THP Volunteers' board spearheads. This role is also a member of the Strategy, People and Corporate Affairs department and plays a key role in partnering with people functions including Human Resources, Talent Management, Organizational Development and Medical Administration in the development of strategic initiatives and planning. Within Volunteer Resources, the role also provides leadership and direction in the development of a strategic plan that sets the direction of delivery of care to patients with respect to volunteer involvement.

**KEY DELIVERABLES**

- Planning, directing and administrating a volunteer program to facilitate community involvement and to augment services integral to the functioning of THP;
- In partnership with the Board Chair, lead the THP Volunteers' Board to create a strategic plan with Volunteer Resources that aligns with the hospital;

- Oversee all program functions and ensure all THP initiatives impacting Volunteer Resources are implemented;
- Develop and manage (in cooperation with THP Volunteers' Board) three volunteer retail shops and leadership to Gift Shops Manager, ensuring a profit driven customer focus shop;
- Develop and facilitate opportunities for revenue generation through fundraising events, external and internal and HELPP lotteries in cooperation with THP Volunteers' Board;
- Provides leadership in the development of a strategic plan that set the direction of delivery of care to patients with respect to volunteer involvement;
- Takes an active consultative role, providing THP Volunteers' Board leadership when establishing their annual budget and policies;
- Member of the nomination committee of the THP Volunteers' Board for the succession planning and selection of new appointments to the Board; and
- Establish and maintain effective working relationships with community groups and ancillary agencies for recruitment of volunteers and fundraising initiatives

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#### **VOLUNTEER MANAGEMENT**

Responsible for the effective strategic planning and day-to-day management of 2,400 volunteers across three sites including oversight of recruitment, interviewing, onboarding, placement, training, supervision, discipline, evaluation and recognition

- Development of a marketing plan for recruitment of volunteers
- Oversee recruitment and training of approximately 900 new volunteers annually
- Monitor volunteers in over 200 different volunteer placement areas within THP, working with individuals with varying skill levels and needs
- Ensure appropriate placement of volunteers in areas of assignment including training staff in appropriate use of volunteers
- Management of all community service order volunteers
- Ensure there are specific in-service training and continuing education opportunities for volunteers
- Oversee high school youth volunteer program

#### **ADMINISTRATIVE LEADERSHIP**

- Facilitate the development of department goals and objectives that support the mission and strategic goals of the hospital and are supportive of and integrated with the goals of the Programs
- Develop and maintain a human resource plan for the department and ensure that staff have opportunities for personal and professional growth and development
- Oversee the schedules and responsibilities of volunteer management department staff
- Ensure compliance with THP policy to maintain the safety of patient, staff, volunteers and visitors
- Prepare and maintain department budget; monitor usage, identify areas of financial concern and forecasts change

#### **THE IDEAL CANDIDATE**

The successful candidate will possess the following experience, skills, attributes, and capabilities:

- Degree in one of the following disciplines preferred: Business Administration, Health Administration, or equivalent education.
- Completion of a recognized Volunteer Management Certificate is an asset
- Minimum of five years in a related progressive management role is required
- Experienced project management skills with ability to manage the expectations of multiple stakeholders is an asset
- Experience with Vsys database preferred
- Sound knowledge of volunteer management best practices and processes
- Successful track record of engaging, leading, and motivating staff and volunteers
- Demonstrated knowledge and appreciation of the community and the voluntary sector
- Strong track record of leading and developing high performing teams in a health care and/or volunteer environment

Internal candidates who believe they possess the necessary qualifications and experience for this position and who have been in their current position for at least six (6) months are encouraged to apply.

To pursue this career opportunity, please visit our website: [www.trilliumhealthpartners.ca](http://www.trilliumhealthpartners.ca)

*Trillium Health Partners is an equal opportunity employer committed to fostering a healthy, safe and respectful environment for healing, based on our values compassion, excellence and courage. To be Better Together, we commit to fostering a respectful workplace culture that promotes a safe and supportive environment for everyone who provides care, supports caregiving, receives care or visits the hospital.*

*In accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) and the Ontario Human Rights Code Trillium Health Partners will provide accommodations throughout the recruitment and selection process to applicants with disabilities. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.*

*All personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act.*

*Trillium Health Partners is identified under the French Language Services Act.*

*We thank all those who apply but only those selected for further consideration will be contacted.*