

Volunteer Coordinator Job Description

Duties and Responsibilities:

- Collaborate with the Director of Hospice to work out ways of achieving overall improvement and development of volunteer program, including developing and conducting a program that will enable recruitment, training, and retention of volunteers continually
- Ensure a good number of volunteers are consistently available to provide direct care hours of at least 5%
- Set goals and objectives for the volunteer program and supervise and monitor its progress
- Carry out screening, recruitment, assessment, and disciplinary action or counseling on volunteers to ensure they attain the maximum standards their roles require, including emotional maturity, flexibility, personal integrity, sensitivity, and responsibility needs the patient in pain and their family
- Assign duties in meeting program needs to volunteers based on their skills and interest
- Conduct and supervise orientation and training sessions for volunteers
- Work with the Regional Director to revise, delete, and add volunteer forms
- Document and track relevant volunteer program records, including statistical information
- Find out volunteers' educational needs and carry out necessary programs
- Plan annual volunteer recognition program
- Identify and record volunteer hours and create present and correct volunteer cost-savings report
- Generate written performance evaluation report in a timely manner for each volunteer annually
- Create at least two separate volunteer roles, such as clerical support and direct care

- Ensure sufficient recruitment of volunteers to be able to implement organization's strategic plan and achieve its goals.

Volunteer Coordinator Requirements – Skills, Knowledge, and Abilities

- Possession of High School Diploma or its equivalent GED
- Working experience in a relevant field, such as health care or hospice
- Possession of valid and current driver's license
- Ability to plan and organize programs and supervise volunteer work
- Excellent communication, verbal and written, and interpersonal skills
- Ability to recruit the right individuals for the volunteer role and motivate them to give top performance
- Strong Problem-solving skills with the ability to give attention to the details
- Strong ability to effectively perform multiple tasks together, meet deadlines and documentation requirements
- Strong ability to resolve conflicts and mentor staff.