

HOSPICE OF GREEN COUNTRY, INC.
JOB DESCRIPTION

Position: Volunteer Coordinator

Reports to: Executive Director

Department: Volunteer Services

FSLA Status: Exempt

Job Summary: The person in this position supervises and coordinates the activities of hospice volunteers both in patient care and in non-patient care settings.

Required Qualifications:

Knowledge/Skill/Ability:

- Excellent administrative abilities
- Outstanding interpersonal skills with the ability to communicate effectively, sensitively, and compassionately
- Volunteer experience desired, particular in recruitment, training, and supervision of volunteers

Equivalent Education/Experience:

- Bachelor's Degree or 3-5 years experience in job-related roles.

Certifications/Licenses:

- Valid Oklahoma Drivers License and automobile insurance verification

Physical Requirements:

- See page 3, Physical Requirements.

Special Job Dimension:

- Must be accepting of all lifestyles, cultures and spiritual beliefs.

Key Responsibilities/Essential Functions Director of Volunteer Services:

- Select and assign volunteers for all volunteer requests, with input from the Interdisciplinary Team, in a timely manner and report back to team member if unable to fill request.
- Coordinate volunteers for all special programs/events including Pet Peace of Mind, Eleventh Hour Vigiling, Food Pantry, Tulsa Area United Way and Rogers Country United Way.
- Keep accurate documentation of volunteer assignments including documentation of hours served on a monthly and quarterly basis.

- Be available by phone or in person for the volunteer(s) to discuss their role with patients/families.
- Assess the volunteer's working relationship with the team.
- Encourage up-to-date charting and submission of volunteer progress notes to the office in a timely manner. Phone volunteers when forms are missing.
- Participate as a member of the Interdisciplinary Team and attend other staff meetings, as appropriate.
- Document services to all Hospice patients and families in the medical chart in a timely fashion.
- Plan and implement the volunteer training course.
- Attend outside hospice organization meetings and events.
- Plan in-services for volunteers and other special events.
- Maintain record of volunteer attendance at in-services and support groups and other special events.
- Attend volunteer support group meetings.
- Supervise the publication of a volunteer newsletter.
- Recruit and assign volunteers to work in the office, as needed.
- Maintain accurate records on volunteers and volunteer assignments, as required.
- Write policies and procedures and protocols for the Department of Volunteers.
- Maintain a regular flow of correspondence, notices, and verbal contact with all volunteers.
- Perform other duties as requested.
- Adhere to the practice of confidentiality regarding patients, families, staff and the organization.
- Plans and conducts special activities for recognition and retention of volunteer staff.

I have read the Job Description and any attachments and understand the Essential Functions of the job and its mental and physical requirements. I will exhibit behavior that is indicative of an understanding of hospice philosophy and mission and will nurture that behavior in all hospice personnel. In completing the functions of this job description, I will promote this hospice philosophy and concept of care as well as the programs and services of Hospice of Green Country to patients, families and the community. I am qualified and able to perform the job subject only to the following accommodations:

Employee

Date

PHYSICAL REQUIREMENTS

Volunteer Program Director

Employees in this position are required to meet the following physical requirements:

A = Rarely or Never
B = Not Every Day

C = Some Times Each Day
D = All or Most of the Time

Physical Factors:

C Standing/Stationary
C Standing/Moving About
C Sitting
B Climbing
B Balancing
B Stooping/Bending
A Kneeling
A Crouching
A Crawling
B Reaching
D Handling
D Fingering
D Talking
C Driving
A Smelling
* Other _____
gases

Visual Demands:

D Near Vision
C Far Vision
C Depth Perception
C Accommodation
C Color Vision
D Field of Vision

Hearing Demands:

D Normal noise levels
B Constant low level noise
B Occasional loud noise
B Constant/very loud noise

Physical Strength:

Lifting-Push/Pull While Standing:

B Up to 10 lbs.
B 10 – 20 lbs.
A 20 – 50 lbs.
A 50 – 100 lbs.
A 100+ lbs.

Carrying-Push/Pull While Moving:

B Up to 10 lbs.
B 10 – 20 lbs.
A 20 – 50 lbs.
A 50 – 100 lbs.
A 100+ lbs.

Hazardous Conditions

A Respiratory irritants: dust, fumes,
A Skin irritants: dust, fumes, gases
A Allergic irritants
A Wet work - hands
A Wet work - feet
A Operation of heavy equipment
B Climbing ladders
B Working in high places
A Use of fire arms
C Use of electrical equipment
A Use of sharp utensils
A Exposure to blood & body fluids