

POSITION TITLE: Program Assistant, Volunteer Services
FTE 1.0 Non-Contract
DEPARTMENT: Volunteer Services, Victoria Hospice Society
REPORTS TO: Manager, Volunteer Services & Community Engagement

Organization Background

The Victoria Hospice Society (VHS) is a registered charity that, since 1980, has provided exemplary end-of-life care, focused on palliative treatment. Our nurses, counsellors, spiritual caregivers, physicians and volunteers provide comfort and support for people facing life-limiting illness. Care is provided in approximately 400 concurrent patient homes, 24/7 within a 17-bed in-patient unit, and as specific medical consultations to patients in other care facilities. Skilled volunteers provide companionship and support, and VHS offers bereavement services to families and friends for up to one year following a death.

Position Summary

Reporting to the Manager of Volunteer Services, this position assists with the coordination of Victoria Hospice Society's (VHS) large volunteer team (300+ volunteers). Working closely with the Manager, the Program Assistant assists in recruiting, selecting, scheduling, recognizing and supporting volunteers as well as maintaining the administrative functions of the Volunteer Services department. The position works in a dynamic environment with multiple activities and shifting priorities that require multitasking to meet deadlines and may be directed to support other Victoria Hospice administrative departments or special projects when required.

Duties and Responsibilities

Coordinates the intake and day-to-day activities of VHS volunteers to ensure their effective integration into the interdisciplinary team. This includes:

- Providing information to prospective volunteers.
- Scheduling and coordinating volunteers for the inpatient unit, community programs, special events such as 'Celebrate a Life', and special on-call situations. Ensuring that all shifts are filled with an appropriate number of volunteers.
- Maintaining accurate computer-based and hard copy confidential records for volunteers relating to their recruitment, selection, training, placement, evaluation and termination. This involves access to highly confidential and personal records such as criminal record checks.
- Establishing and maintaining collaborative relationships with other departments and responding to their requests related to volunteers.
- Assisting in the planning and coordination of training and ongoing learning and support opportunities for volunteers.
- Assisting with the planning and implementation of volunteer recognition events and activities such as socials, thank you cards, and reference letters.
- Establishing and maintaining supportive and sensitive ongoing communication with volunteers, this includes:

- Developing and maintaining a positive, caring rapport with volunteers in person, telephone, and e-mail.
- Monitoring and responding appropriately and sensitively to volunteers who are in emotional distress before, during, and/or after shifts.
- Keeping volunteers informed on matters relevant to their roles.
- Responding to volunteer requests in a timely manner.
- Addressing concerns and suggestions related to volunteers in an appropriate and timely manner.
- Scheduling and attending volunteer meetings.

Maintains the VS office administration, this includes:

- Performing a range of clerical duties such as answering the phone, making appointments, greeting visitors, responding to a variety of inquiries, and making referrals to appropriate staff when necessary.
- Supporting the Manager, Volunteer Services with the preparation of reports, statistics, evaluations, and correspondence.
- Working on special projects as required.
- Shows initiative and proactively identifies issues and solutions affecting the Volunteer Services Department and volunteer performance and satisfaction.
- Performs other related duties as assigned.

Qualifications

- Minimum of two years recent related experience, coordinating volunteers in a health care setting preferred or organizing events an asset.
- Demonstrated ability to act with tact and diplomacy under the work pressures of change, time, and pace.
- Demonstrated ability to organize and prioritize multiple tasks and work roles.
- Demonstrated ability to communicate effectively and sensitively both verbally and in writing.
- Demonstrated ability to provide confidential administrative support in a professional manner.
- Demonstrated organizational skills and ability to work independently.
- Demonstrated ability to work effectively both independently and as a cooperative team member.
- Demonstrated proficiency in an administrative environment using related computer software such as Microsoft Office Suite, familiarity with MailChimp & Better Impact volunteer management software preferred.
 - Working knowledge of Smartsheets an asset.
- Physical ability to perform the duties of the position.
- Some evening and/or weekend hours will be required as requested by Manager.

Please submit resume and cover letter to:

Victoria Hospice Society
 4th Floor, Richmond Pavilion
 1952 Bay Street, Victoria, BC V8R1J8
 or
 careers@VictoriaHospice.org

This posting will be open until Friday April 12, 2019

Due to the high volume of responses, only applicants selected for interviews will be contacted.

Updates and additional details available on our website at: <https://www.victoriahospice.org/careers>