



VICTORIA HOSPICE

Hospice Volunteer Services – Program Development Coordinator

Job Description

Job Summary

Working within the vision, policies and values of the Victoria Hospice Society and in collaboration with the CEO and Manager of Volunteer Services & Community Engagement, the successful candidate will coordinate the development, implementation and evaluation of a new community based volunteer program. Primary components of the position will include program development, project management and implementation.

Specific Responsibilities:

- Develop a comprehensive program leveraging existing volunteer program structures and early pilot program findings
- Conduct needs assessments and gather data to firm up program requirements.
- Design program parameters with input from stakeholders such as board members or program managers, and community partners
- Identify gaps in existing community supports and services and opportunities for access to support in our program
- Create strategies for client recruitment and appropriate support of volunteer client matches
- Identify, develop and maintain appropriate community stakeholder relationships required to operate program
- Develop and implement a communications plan, to ensure that all relevant parties are kept apprised of project developments and progress
- Evaluation cycle of the program, making any required adjustments
- Lead the full implementation of program using project management strategies
- Coordinate the evaluation and impact of project including measurable outcomes
- Other duties as assigned

Skills and Abilities:

- Ability to define information required to validate program viability
- Ability to extract and interpret data for decision making purposes
- Ability to develop policies and processes that make up the program
- Ability to develop, organize, motivate and engage groups across the organization
- Ability to communicate effectively to various stakeholder audiences, both in writing and verbally
- Ability to work remotely/ independently with comfort

- Ability to prepare informative, accurate reports on project status, progress, and future requirements
- Knowledge of and adherence to privacy and confidentiality constraints
- Initiative, drive, enthusiasm and a genuine interest in health/end-of-life care excellence

Education Training and Experience:

- Post-secondary education, preferably in program development, program administration, project management or volunteer management
- Experience working in a health care environment or large organization with multiple departments strongly preferred
- Experience working with volunteers in an asset
- Strong skills with office management software including outlook, excel, and word for the purpose of program record management and document creation