

JOB TITLE	Volunteer Services Program Developer	JOB TYPE	Non-Contract, Temporary, Full-Time 1.0 FTE / 37.5 hours per week
DEPARTMENT	Volunteer Services	REPORTS TO	Interim Director, Volunteer Services and Community Engagement
VISION	Quality palliative end-of-life care for all.		
MISSION	To enhance the quality of life for those facing life-limiting illness, death and bereavement through patient and family-centered care, education, research and advocacy.		
SHARED ACCOUNTABILITY	In accordance with the Mission, Vision and Values, and strategic directions of Victoria Hospice, patient safety is a priority, a responsibility shared by everyone, and as such, the requirement to continuously improve quality and safety, and mitigate risk is inherent in all aspects of this position.		
GENERAL ACCOUNTABILITY	Reporting to and under the direction of the Interim Director - Volunteer Services, and in collaboration with the Chief Executive Officer and a dedicated Steering Committee, the Volunteer Services Program Developer will design, develop and implement a new community-based volunteer-delivered program. Primary components of the position will include project management, program development, stakeholder engagement, and implementation.		
QUALIFICATIONS	 Diploma or Post-Secondary education in health-related field or volunteer management Minimum 2 years' experience in program design in a non-profit community service organization Experience developing and implementing a program pilot Experience in a client-facing role and coordinating volunteers in a health care setting an asset Familiarity with hospice palliative care programming an asset Advanced MS Office Suite skills and Zoom virtual conferencing platform 		
CORE	 Ability to plan, develop and implement a comprehensive volunteer-delivered program Effective interpersonal and communication skills Engagement and facilitation skills Creative thinking and problem-solving skills Proven ability to manage time effectively, i.e. organize work, set priorities, multi-task, and meet deadlines Ability to work effectively both as a member of a team and independently/remotely Ability to foster and maintain cooperative and collaborative relationships Initiative, drive, enthusiasm and a genuine interest in health / end-of-life care excellence 		
KEY ACCOUNTBILITIES	DUTIES AND RESPONSIBILITIES		
Project Management	 Develop and manage implementation of project work plan, ensuring delivery within timeframe Develop process mapping for program flow from referral to assignment, supervision and support to volunteer, to conclusion of assignment Prepare and deliver a monthly report on project status, acknowledging progress, challenges, and/or risks Collaborate on a communications plan to launch pilot 		

	Document design and development process into a draft program manual	
Program Design, Development and Implementation	 Contribute to design of a comprehensive program and corresponding infrastructure processes Implement strategies for client identification and develop referral process Implement process for utilization and evaluation of information tools: Infoflips® and ServUs app Develop volunteer position description with defined scope of activities Define training requirements for volunteers Identify and/or develop, and deliver program-specific training modules for volunteers Develop policies and processes to support the program Identify gaps in existing community supports and services and opportunities for access to support in our program Implementation of a program pilot Provides coordination to key activities related to program start-up Participate in the development/presentation of pilot evaluation 	
Stakeholder Engagement	 Consult with Steering Committee Identify, develop and maintain appropriate community stakeholder relationships required to implement program Consult with family caregivers to identify priority needs Consult with internal and external departments/groups to ensure that program content and deliverables are based in best practice 	
Program Pilot Coordination and Volunteer Coordination	 Deliver program specific training to volunteers Respond to referrals by contacting client to introduce program services Identify and match suitable trained volunteer with the Caregiver Client Support and supervise volunteers throughout assignments Document volunteers engagement using InfoAnywhere, maintaining up-to-date and accurate data entry for required statistical tracking Assist volunteers to reach closure at the end of assignment Debrief volunteers post-assignment for their experience, learnings and opportunities for improvement Consult with Interim Director as required about issues involving client care, volunteer placement or any other issues of concern 	
Other Duties	As assigned.	