

STAFF POSITION DESCRIPTION: Sample #1

TITLE: Volunteer Services Manager (*Hospice*)

REPORTS TO: Associate Director

SUMMARY OF JOB RESPONSIBILITIES:

Responsible for planning, coordinating, and managing of all volunteer programs and services for LCH. Provides direct supervision, scheduling, and evaluation of volunteers. Supervises and evaluates the Assistant Volunteer Manager. Plans and implements projects which expand the effectiveness and reach of volunteer services in support of agency mission and vision. Motivates and recruits volunteers to support the administrative, clinical, and outreach needs of the organization. Skillfully utilizes volunteer resource, in the most effective manner while planning ahead to meet emerging issues and needs.

KEY RELATIONSHIPS:

Internal	External
Bereavement Counselors	Families/Care Givers
Clinical Teams: Nurses, CNA's, Chaplains, Social Workers, Music Therapists	Patients
Couriers	Community Partners
Inpatient Care Center Director	
County Palliative Care Staff	
Marketing/Fundraising Managers	
Operations Specialist	
Quality Assurance Manager	
Receptionist	
Volunteer Services Specialist	
Volunteers	

ESSENTIAL JOB QUALIFICATIONS:

1. College degree in human services preferred or equivalent experience.
2. Minimum of two years' experience in a health care or related setting. Hospice and/or volunteer experience preferred.
3. Demonstrated knowledge of computer programs including word processing, scheduling and database programs.
4. Ability to supervise, coordinate, and evaluate volunteer services.
5. Understands, supports, and promotes Hospice philosophy.
6. Ability to organize and develop volunteer Hospice personnel for both patient and organizational needs.

7. Ability to recruit, motivate, and manage a group of individuals providing volunteer time vital to the organization who are considered voluntary employees.
8. Demonstrated evidence of strong written and verbal communication skills.
9. Possesses and maintains good physical stamina and mental health. Has presented a pre-employment physician's health clearance including a negative TB skin test and/or CXR and other tests as required by Organization policy.
10. Must be a licensed driver in Colorado with an automobile that is insured in accordance with state and/or Organization requirements and is in good working order.
11. Is self-directed with the ability to work with little supervision.
12. Is flexible and cooperative in fulfilling all obligations.
13. Is professional in all interactions.
14. Available for meetings and other obligations on nights and weekends.
15. Has excellent supervision and managerial skills to manage staff, issues and resolve problems with clarity, tact, and success.
16. Must present drug and alcohol free in all work situations.
17. CVA certification preferred.

RESPONSIBILITIES AND DUTIES:

1. Develops, maintains, and augments volunteer orientation program.
2. Recruits, educates, and selects volunteers to meet agency needs.
3. Meets the needs of patients and caregivers by careful application of volunteer skills and services in support of the entire Hospice team.
4. Supervises and evaluates volunteers in a timely and appropriate manner.
5. Maintains statistics and reports as needed and required.
6. Maintains current personnel files for all volunteers.
7. Reevaluates and builds volunteer program as necessary.
8. Coordinates support/education meetings.
9. Attends interdisciplinary team meetings.
10. Provides information to individuals and community groups about Hospice volunteer services.
11. Participates as needed in the budget preparation for program development.
12. Actively participates in organization-wide quality management program.
13. Publishes monthly volunteer newsletter containing timely articles, notices, news, and policy/procedure changes.
14. Creates and accomplishes ongoing appreciation and recognition programs for volunteers.
15. Participates in public-speaking engagements and helps coordinate Speaker's Bureau program.
16. Provides emotional support and problem-solving skills to volunteers and placement situations.
17. Uses clear, tactful, and respectful communication in all interactions including written and oral feedback that addresses superior and inferior performance in a timely direct manner.
18. Assures that all volunteer documentation meets requirements for accuracy and timeliness. Assures documentation reflects continuity of care and level of care, billing requirements, patient/care giver needs, and confidentiality.

STAFF POSITION DESCRIPTION: Sample # 2

JOB TITLE: **Manager of Volunteer Resources (Public Radio)**

REPORTS TO: **Vice President of HR and Administration**

POSITION SUMMARY:

The Manager of Volunteer Resources has oversight and responsibility for developing, implementing, and maintaining community support and involvement in OPB.

Responsibilities include coordinating projects with staff and volunteers, establishing strong volunteer leadership, recruiting volunteers, providing volunteer training and recognition, educating staff to effectively use and manage volunteers. Provides leadership and direction to a large number of volunteers and works cooperatively with staff, outside organizations, agencies, and businesses. Involved in budget development and management, and some fundraising activities.

SUPERVISORY DUTIES:

Plans Work	Responds to Grievances	Hires
Assigns Work	Disciplines/Rewards	Recommends Salary Adjustments
Approves Work	Recommends Hiring	Prepares/Signs Performance Review

What percentage of time does this position perform these duties? 55 %

How many employees are directly supervised by this position? 1

Recruits and supervises 3,000+ volunteers per year.

MINIMUM POSITION REQUIREMENTS:

Must be detail oriented, well organized, computer proficient, and good at keeping records; have excellent interpersonal and communication skills; have experience developing and maintaining relationships; have proven leadership ability; and be a strategic thinker. Five years' volunteer management or equivalent required. Certification in Volunteer Administration preference.

MAJOR DUTIES:

% of TIME	DUTIES
35%	Oversee community involvement in OPB. Oversee recruitment, orientation/training, recognition, and supervision of volunteers involved in OPB both as individuals or as part of groups from businesses, associations, and organizations.
2%	Oversee and monitor volunteer database and record maintenance.
2%	Develop and maintain budget. Generate appropriate reports.
7%	Consult and advise department heads about the further growth and development of OPB's volunteer program particularly addressing upcoming trends in volunteerism and

	how OPB can use those trends to positively impact our mission, objectives, and vision.
7%	Oversee as well as educate and provide resources to staff on how to develop volunteer positions that effectively utilize volunteers, how to supervise volunteers, how to work well with volunteers and OPB's policies affecting volunteers. Consult and advise staff about appropriate ways for the community to be involved at OPB.
4%	Set policies and procedures for volunteer involvement at OPB. Ensure that updated information is distributed to appropriate staff and volunteers.
10%	Supervise Coordinator of Volunteer Resources, any additional or temporary staff related to volunteer activities, and highly skilled professional volunteers working on special projects.
4%	Oversee communication with individual volunteers and groups of volunteers, including the production and distribution of the quarterly volunteer newsletter and regular updates of volunteer opportunities.
5%	Oversee the continued development of leadership volunteers within the volunteer program. Oversee trainings related to continued volunteer leadership development.
7%	Advise and work cooperatively with staff in the development of new volunteer programs that provide further support to staff. This includes overseeing and providing additional staff training about working with a cadre of volunteers involved in an entire program in diverse roles. Volunteers involved may be highly skilled professionals.
5%	Oversee campaigns, with Marketing's expertise, to inform and encourage community involvement. This includes print and virtual tools to be updated and distributed regularly.
4%	Track and report on volunteer involvement to OPB's Board of Directors, department heads, and managers regularly. Ensure that this information is applicable and helps staff to further understand community involvement at OPB.
2%	Track federal and state legislation and case law applicable to the utilization of volunteers, modify OPB's policies and procedures to ensure compliance.
4%	Responsible for a risk management plan to address any potential harms that could occur involving volunteers.
2%	Participate in professional development meetings and seminars and review trade publications to remain current in volunteer management and activities.

STAFF POSITION DESCRIPTION: Sample #3

JOB TITLE: Volunteer Services Coordinator (*Girl Scouts*)

REPORTS TO: Outcomes Measurement Manager

POSITION SUMMARY:

To expand the volunteer management system and the image of Girl Scouting

ESSENTIAL FUNCTIONS:

1. Focus: Corporate/Group Volunteerism

Develop a corporate/group volunteer template for the council containing the purpose, procedures, and benefits of coordinating such group efforts

- Establish relationships with the Metro Corporate Volunteerism Council to determine their volunteer needs, promote the council's volunteer opportunities, and recognize corporate volunteer efforts with member organizations
- Develop corporate volunteer strategies and initiatives with fund development to enhance funding efforts and relationships with donors
- Establish relationships with associations, sororities, professional groups, etc., to determine their volunteer needs, promote the council's volunteer opportunities, and recognize volunteer efforts with such organizations
- Develop new volunteer opportunities for such groups and promote existing opportunities in conjunction with the Girl Program Team
- Write and edit volunteer opportunities and articles for publications and Web site

2. Focus: Community Service

Promote and track the community service efforts of the council's girl members

- Establish relationships with nonprofit organizations, schools, churches, and community groups located in our 20 counties
- Develop a tracking system for community service data
- Communicate data to appropriate staff for internal publications (i.e., annual report, outcomes study, etc.) and externally to America's Promise and other community service tracking organizations
- Develop and conduct workshops for leaders and other volunteers on community service
- Write and edit articles for publications and Web site

3. Focus: Improving Volunteer Support

Facilitate volunteer management issues focus groups

- Develop focus group sessions based on strategic issues
- Communicate volunteer "customer service" issues to staff and develop strategies around such issues with appropriate staff
- Communicate volunteer "customer service" issues to Volunteer Advisory Committee via the other Volunteer Services Coordinator
- Gather and present outcomes data concerning volunteers in consultation with the Outcomes Measurement Manager
- Incorporate volunteer "customer service" issues into strategic planning

KNOWLEDGE, EDUCATION, & SKILLS REQUIRED:

- Minimum full-time work experience of 3 years, including internships, preferably with a nonprofit organization
- Bachelor's degree required
- Minimum of 2 years volunteer management experience required
- Demonstrated excellent customer relations and interpersonal skills
- Excellent platform speaking skills
- Good group/discussion facilitation skills
- Proven ability to handle multiple projects simultaneously
- Computer skills: Word, Excel, PowerPoint and Microsoft Outlook
- Must be proficient in developing PowerPoint presentations
- Understanding of the value of volunteers and how they are supported
- Flexible schedule (may include occasional weekend and evening meetings)
- **Valid driver's license and clean DMV record**
- **Reliable transportation**
- **CVA Certification a plus**