

Position Description

Position Title: Volunteer Program Lead

Overview of position:

The majority of individuals living with a life limiting illness would like to stay in their own home for as long as possible. Caregiver burnout and the lack of community resources means that many people will end up in a hospital. Hospice Huronia places screened, trained, and supported volunteers in the homes of clients to offer companionship and/or caregiver relief. Our bereavement volunteers support clients one-to-one or in group situations as they work through their grief due to a loss. Growing this program is the ultimate goal of this position.

- The Volunteer Program Manager is responsible for the implementation, management, supervision and evaluation of Hospice Huronia Community Programs including: home visiting volunteers, bereavement volunteers, and those volunteering at Tomkins House, our 5-bed hospice home.
- Work in close collaboration with the social worker and other members of the health care team to support individuals and their families facing life limiting illness and to screen, train and support the organization's volunteers who will provide caregiver support and companionship.
- Build and develop, with a significant well trained volunteer team, bereavement programs to support individuals who have experienced a variety of losses through individual and group support.

Skills and qualifications

- Experience with volunteer management is essential for this role evidenced by a post-secondary certificate or extensive work experience.
- Knowledge and experience in Hospice Palliative Care.
- Experience in supporting individuals dealing with loss.
- Project management and development.
- Excellent communication skills including written, verbal and computer literacy particularly focused on client relationship management software.
- Successful supervisory experience and the ability to work with a diverse group of volunteers and match their skill set and interest to clients who need them.
- Ability to work both independently and within an established team.

Duties and Responsibilities:

Community Visiting Programs

- Work with the Director of Care at Tomkins House and the Social Worker to assess client needs, highlighting opportunities to enhance care and identifying potential risks.

- Work with the Executive Director to develop, implement and evaluate recruitment strategies for new volunteers.
- Identify, research and implement training sessions to ensure volunteers are equipped prior to matching them with clients.
- Create effective communication to and between residential volunteers.
- Coordinate orientation and training of all volunteers.
- Facilitate regular volunteer meetings to discuss best practices and check in on issues.
- Ensure all volunteer job descriptions are updated and reflect the needs of clients and patients.
- Review and update policies and procedures in adherence with Hospice Palliative Care Ontario's Standard of Practice.
- Analyze trends in the palliative care field and identify issues, developing and recommending program development potential to Executive Director.
- Maintain current knowledge of other community initiatives to encourage alignment with these programs and identify possible collaboration.

Bereavement Program

- In collaboration with the Social Worker, develop and grow the organization's bereavement programs, identifying gaps in community needs.
- Support program development with appropriate policies and procedures to ensure risk assessment and protection of those served.
- Work in close collaboration with the Social Worker to identify volunteers appropriate to work in the program.
- Screen, support and train volunteers providing care in the program.
- Work with community health care team to identify needs, support and risks to the vulnerable population experiencing loss.

Overall Goals

- Maintain appropriate fiscal controls to ensure all programs are within the scope of the annual budget.
- Ensure consistent and meaningful evaluation of all program services (residential, bereavement and visiting) is carried out in order to assess their impact and success and to make changes and improvements as indicated.
- Lead volunteer recognition activities including one annual signature event.
- Work with the volunteer coordinator to ensure all required documentation and reporting is completed.
- The ultimate goal of this role is to grow our programs to meet the significant community need through existing, well-established programs and new opportunities.

This role reports to the Executive Director and is a 1 year contract position 37.5 hours per week with the opportunity to lead into a permanent role.



A competitive salary (range between \$50,000-\$55,000) and benefit package including HOOP Pension based on experience.

Send resumes to: Hospice Huronia

948 Fuller Avenue, Penetanguishene, ON L9M 1G7 or email Debbie.k@hospicehuronia.ca

Only successful applicants will be contacted for an interview.