HOME HOSPICE

Coordinator of Volunteer Programs

The Coordinator of Volunteer Programs oversees and coordinates all aspects of the Agency’s volunteer program to meet state and federal requirements and to meet patients’ and families’ needs.

Reports to: Director of Community Development and Executive Director

Principal requirements:
1. Graduate of an accredited baccalaureate program or equivalent combination of education and experience
2. Current driver’s license and current/valid automobile liability insurance
3. Current PPD or chest x-ray negative for tuberculosis, or proof of tuberculosis treatment with documentation of current noninfectious status
4. Willingness to undergo and ability to pass drug screen by urine or blood sample per policy
5. Ability and willingness to adhere to all applicable Agency policies and regulatory requirements

Competency requirements
1. Ability to read and comprehend written instructions and correspondence
2. Ability to write basic correspondence
3. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals
4. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form
5. Ability to file documents in alphabetical, categorical, calendar and time sequences
6. Ability to manipulate information in electronic form; Intermediate knowledge of Microsoft Office Computer programs
7. Ability to effectively communicate in English, both verbally and in writing, both in person and via telephone and other electronic formats
8. Ability to understand the physical, psychosocial and spiritual concerns of patients at the end of life
9. Ability to actively listen and communicate compassionately with patients and families
10. Ability to match skill sets of volunteers to needs of patients and families and/or the needs of Agency
11. Ability to function independently and with limited supervision
12. Basic knowledge of DADS regulations, CHAP standards and Medicare Conditions of Participation
13. Time management skills adequate to meet responsibilities of position
14. Initiative and drive to self-start or initiate a project

Physical requirements
1. Ability to walk, climb stairways of varying degrees, bend, reach, kneel and twist
2. Ability to lift, carry, push and pull greater than 20 pounds, repeatedly
3. Visual acuity sufficient for day-to-day activity
4. Ability to function in a normal office environment
5. Wear identification while on duty; adhere to dress code and appear neat and clean
6. Manual dexterity sufficient for data input into electronic patient information system
7. Ability to make decisions quickly and supervise follow-up processes and procedures
Duties and Responsibilities
1. Coordinate recruitment activities sufficient to maintain a volunteer workforce capable of meeting state and federal requirements and the needs of patients and families
2. Coordinate training of volunteers per Agency policy and state and federal requirements
3. Select, educate, assign and evaluate volunteers
4. Counsel/reprimand volunteers not adhering to Agency policy and practices
5. Collaborate with the interdisciplinary team to schedule volunteer activities to meet identified patient and family needs
6. Ensure appropriate documentation of volunteer activities is submitted and in place as required by Agency policy
7. Coordinate appropriate ongoing education program for volunteer staff
8. Produce reports and records required by Agency, state and federal mandates
9. Maintain volunteer personnel files to meet Agency, Medicare and CHAP requirements
10. Organize events and programs to recognize contributions of volunteers
11. Collaborate with management team to develop new programs as needed
12. Attend staff meetings and in-services as requested.
13. Pursue information to remain current in hospice volunteer management
14. Serve as staff liaison to Home Hospice Auxiliary(ies)
15. Participate with other members of the team in fundraising activities on behalf of the Agency
16. Other duties as assigned

I have read and understand the above job description and fully understand the requirements set forth therein, agree to abide by the requirements set forth, and will perform all duties and responsibilities to the best of my ability.

_____________________________  ________________________
Employee Signature                       Date