



AROHANUI HOSPICE

Job Description

Date:	December 2011
Position:	Volunteer Coordinator
Salary Range:	\$45,600 to \$48,100 (for full time hours)
Hours:	Part Time 0.5 FTE
Reports to:	Business Operations and Community Relations Manager
Functional Relationships:	Volunteers Clinical and Medical Teams Fundraising Manager HR Advisor Day Stay Coordinator Hospice Shop Managers Kitchen Coordinator Receptionists Hospice Team members

Purpose of Position

To ensure the provision of well-trained and supported volunteers to assist Arohanui Hospice to continue to provide free Hospice services to the community

Duties and Responsibilities

Volunteer workforce

- Regularly assess the Hospice's needs for volunteers, in line with service demands
- Ensure replacement roster for all volunteer areas
- Assist with expanding the use of Volunteers wherever possible

Volunteer Recruitment

- Ensure adequate number of volunteers are available to meet the hospice's needs in each work area
- Ensure new volunteers are actively sought as replacements for those who leave, including the use of recruitment campaigns as required
- Place or provide details for advertising for Volunteers
- Ensure that all new volunteers undergo an interview process with the Volunteer Coordinator or relevant staff member (i.e. shop manager). The interview process should include at least one reference check
- Look to fit Volunteer skills and abilities with available work and Volunteers preferences wherever possible
- Ensure that selected volunteers are inducted, police checked and sign the Volunteer agreement before starting work.
- Ensure all recruitment and selection documentation is fully completed and filed appropriately

Volunteer Support & Communication

- Ensure support and mentoring is available for Volunteers
- Ensure that regular meetings are held for Volunteers, within their areas of work to discuss their roles and any issues that may arise for them
- Organise annual Volunteer meetings with Senior Management
- Contribute to the organisation of the Volunteer Christmas function
- Meet with Volunteers to resolve individual problems wherever necessary
- Keep in regular contact with volunteers who work in the evenings or weekends.
- Ensure Volunteers are kept up to date with hospice developments, especially those pertaining to volunteers, through regular internal and external newsletters or mail outs.
- Contribute material of interest to volunteers to the monthly internal newsletter and the bi-annual external newsletter.
- Long service certificates are awarded each year.
- The extra efforts of volunteers are acknowledged through phone calls, letters or cards.
- Volunteers feel respected and valued through their contact with the Volunteer Coordinator.
- Carry out annual Volunteer satisfaction survey

Volunteer Safety

- Ensure that Volunteers are familiar with and understand the workplace hazards in their work area and understand their role in meeting the health and safety requirements of their work area

- Proven experience in staff management; recruitment, selection, supervision etc.
- Proven ability to organise work tidily, follow processes, maintain records and meet deadlines
- Excellent communication skills, verbal, written and listening
- Sound experience and knowledge of all Microsoft Office systems and capability to learn new systems
- Ability to successfully resolve issues and problems
- Ability to cope under pressure and multi task
- Proven ability in using initiative
- High degree of professionalism and confidentiality

