

## **JOB DESCRIPTION**

**TITLE:** Volunteer Coordinator

**RESPONSIBLE TO:** Executive Director

**PURPOSE:** The Volunteer Coordinator is responsible for all areas of volunteer recruitment, retention, and records management.

**PRIMARY RESPONSIBILITIES:**

- Directly responsible for the recruitment, screening, and training of direct care and indirect care volunteers
- Responsible for volunteer appreciation and other related activities as related to retention
- Assist volunteers in determining role based on their skills and interests
- Review, process, and maintain volunteer documentation and files in compliance with State of Maine Volunteer Hospice regulations to include application, background checks, continuing education, reporting forms (in kind, indirect, direct)
- Oversee and support office volunteers
- Work closely with Client and Family Services Coordinator to support and manage direct care volunteers

**OTHER:**

- Represent Pine Tree Hospice in various settings and community events
- Participate in staff meetings
- Participate in the Education Committee and its activities
- General office duties including but not limited to filing, data input, answering phones, copying, organization, and serving walk-ins
- Prepare Volunteer Coordinator Report for quarterly Board meetings and Annual Report
- Order and maintain volunteer appreciation/birthday/note cards and gifts
- Participate in various professional development opportunities related to nonprofit organizations, volunteer management, mission related

**SKILLS/QUALIFICATIONS NEEDED AND/OR PREFERRED:**

- ❖ Commitment to mission of Pine Tree Hospice
- ❖ Knowledge and experience in volunteer management
- ❖ Ability to empower and motivate others
- ❖ Ability to work within policies and procedures
- ❖ Excellent organizational and communication skills
- ❖ Ability to engage in public speaking
- ❖ Skilled in Microsoft Office programs and Zoom

**HOURS AND LOCATION OF WORK:** The Volunteer Coordinator work schedule varies according to needs and may include evening and weekend hours. The Volunteer Coordinator travels throughout the Pine Tree Hospice coverage area to perform duties and assist with events.

**TRAINING AND SUPPORT:** Upon hire, the Volunteer Coordinator will complete the Hospice 101, Core, and Direct Care training modules to become familiar with Pine Tree Hospice programs and the volunteer trainings. Thereafter, Volunteer Coordinator is required to complete a minimum of eight hours continuing education annually.

Supervision and support are provided to the Volunteer Coordinator by the Executive Director.