

**Coordinator of Volunteer Services
 Bilingual (Preferred)
 Full-time – 37.5 hours/week**

Hospice Care Ottawa (HCO) is a community-based charitable organization whose mission is to accompany and support individuals, and their families, through their end of life journey by providing compassionate, high quality care. Hospice programs include day hospice, home support, family support, and residential hospice services. Hospice Care Ottawa delivers these services at three sites: May Court Hospice, La Maison de l'Est, and Ruddy-Shenkman Hospice. HCO proudly recognizes and welcomes the diversity of our community and strive to be inclusive for all. HCO is looking for people to work in a supportive integrated environment who are committed to supporting the highest quality palliative care.

General Description:

Hospice Care Ottawa relies on and values the contribution of over 700 volunteers who contribute to every aspect of our programs. Within the Volunteer Services team, the Coordinator of Volunteer Services is responsible for the recruitment, screening, orientation, training, management, appreciation, coaching and support of volunteers who provide HCO services. These services include care and support within the residences and at home for people with life-limiting illnesses and their caregivers. Our volunteers also provide administrative, reception fundraising, events and community and media relations support as well care and maintenance of the hospice property and gardens.

Required Qualifications:

- Certificate in Volunteer Management and/or equivalent combination of education and experience
- Bilingual preferred
- Experience working in a non-profit, volunteer-driven environment
- Experience in palliative care an asset
- Minimum 5 years' demonstrated experience in people management
- Minimum 2 years' demonstrated experience in volunteer recruitment, training and support

Knowledge and Skills:

- Knowledge of and responsive to current trends in relation to legal and administrative requirements of volunteer screening, management, education and support/coaching
- Creative, flexible and skilled team player with a commitment to a continuous improvement culture
- Able to work independently with superior prioritizing skills within a fast paced environment
- Strong facilitation, training and coaching skills
- Demonstrated experience and skills in conflict resolution
- Exceptional interpersonal and communication skills, both written and oral, with professionalism and discretion being imperative
- Strong computer literacy with Microsoft Office, database management and social media platforms
- Ability to work occasional evenings and weekends when needed
- Ability to commute between all Hospice Care Ottawa locations when required

Key Responsibilities

- Recruitment of new volunteers through advertisements, presentations, and community outreach activities
- Pre-screening, interviewing, suitability assessment, reference and police record checks, and training of volunteer applicants
- Conducting post-training interviews for final suitability assessment, induction and action plan
- Matching volunteers to clients, services and programs
- Providing continuous coaching and support during volunteers' assignments and throughout their relationship with HCO

- Implementing, facilitating and evaluating training for volunteers that includes, as required: core training courses; task-specific orientations; shadowing; follow-up for performance and satisfaction
- Work collaboratively with program staff to encourage feedback to volunteers both positive and constructive and to determine next steps to create a resolution if necessary.
- Organizing and evaluating continuous learning activities and other professional development opportunities, in collaboration with other agencies/organizations, as appropriate
- Monitoring status of volunteers
- Developing and reviewing program guidelines, policies, procedures, position description, and other administration type documents

Location of Work: May Court Hospice, 114 Cameron Avenue, Ottawa

Position: Permanent Full-time; 37.5 hours per week

Compensation: Compensation is commensurate with experience. We offer a competitive salary and benefits package.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed in this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this role. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

We are an equal opportunity employer welcoming applications from individuals with diverse backgrounds. Accommodation is available during all aspects of the recruitment process. Should you require accommodation, please make your request when contacted.

Applications will be accepted until **4:00 PM Friday, August 13, 2021**. To apply, please send a resume and cover letter to the attention of:

Jennifer Lockyer
Manager, Community and Volunteer Services
Hospice Care Ottawa
110 McCurdy Drive
Kanata, ON K2L 2Z6

Email: Jennifer.Lockyer@hospicecareottawa.ca

We thank all who apply; however only those selected for interview will be contacted.