



Coordinator, Volunteer Services
Bilingual
24 hours/week
Maison de l'Est, Ottawa East

Who We Are:

[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, In-Home support, Family Support, Residential Hospice services and Bereavement Support. We rely on and value the contribution of over 700 volunteers who contribute to every aspect of our programs. 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.

Position Summary:

The Coordinator, Volunteer Services (CVS) works within the Volunteer Team as well as collaborates with an interdisciplinary team in the coordination of Hospice Care Ottawa's Volunteer Program. The CVS is responsible for development, implementation and evaluation of all elements of the Volunteer Program including but not limited to: recruitment, onboarding, training, scheduling and the ongoing supervision and support of a broad range of volunteers that fulfill multiple assignments within Hospice Care Ottawa.

We are rebuilding our programs in the Francophone community which have been paused due to the pandemic. Community outreach and partnership building will be an integral part of this position.

Key Responsibilities

- Recruitment, onboarding and full orientation of new volunteers
- Matching volunteers to clients, services and programs
- Responsible for the scheduling of volunteers ensuring proper coverage to support Hospice programs
- Providing continuous coaching and support during volunteers' assignments and throughout their relationship with HCO
- Implementing, facilitating and evaluating training for volunteers which includes 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

Qualifications

The successful candidate will possess:

Education, Certificates

- Certificate in Volunteer Management and/or equivalent combination of education and experience

Experience

- Minimum 5 years' demonstrated experience in people management
- Minimum 2 years' demonstrated experience in volunteer recruitment, training and support
- Experience in managing a roster of over 400 volunteers
- Experience working in a non-profit, volunteer-driven environment
- Volunteer management in a healthcare setting an asset

Knowledge

- Knowledge of and responsive to current trends in relation to legal and administrative requirements of volunteer screening, management, adult education and support/coaching
- Knowledge of trends in volunteer management particular to the healthcare environment

Skills

- Possess exceptional organizational skills
- Strong facilitation, training and coaching skills
- Exceptional interpersonal and communication skills, both written and oral, with professionalism and discretion
- Possess conflict resolution skills
- Strong computer literacy with Microsoft Office, database management and social media platforms
- Bilingualism in both official languages is required
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Abilities

- Ability to work within a collaborative environment and independently
- Ability to prioritize, set priorities and deal effectively and efficiently with competing demands within a busy, fast-paced environment
- Ability to work occasional evenings and weekends when needed

Other

- Ability to commute between all Hospice Care Ottawa locations when required

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.

Reporting Relationship:	Reports to the Manager, Community and Volunteer Services
Position Status:	Permanent, Part-time
Position Schedule:	24 hours weekly. Days with occasional evenings and weekends



- Compensation:** Salaried. Eligible for Group Benefits (Health/Dental, Life Insurance & Disability) after 90 days. Eligible for paid personal/sick leave
- Location of Work:** Maison de l'Est, Ottawa East
- Travel:** Occasionally, when required between HCO locations
- Remote Work:** Will require flexibility for remote work if required
- Language of Work:** French/English – bilingualism in both official languages is required

COVID-19: Proof of full COVID-19 vaccination is required; possess the ability to continue to comply with vaccination policy

Vulnerable Sector Check: Required

Hospice Care Ottawa is an equal opportunity employer welcoming application from individuals with diverse backgrounds. Accommodation is available during all aspects of the recruitment process. If you require accommodation, please make your request known when contacted

To Apply

Qualified candidates may submit their application in the form of one document consisting of a cover letter and resume either in Word or PDF format, to the attention of:

Catherine Campbell
Human Resources

Hospice Care Ottawa
110 McCurdy Drive
Kanata, ON K2L 2Z6
Email: Catherine.Campbell@hospicecareottawa.ca

Applications will be accepted until

We thank all applicants for their interest; however only those selected for interview will be contacted.