



## **Coordinator, Volunteer Services** **Full-time, 37.5 hours per week** **Bilingual (Preferred)**

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

### **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:**

As the Coordinator, Volunteer Services at May Court Hospice, you will be responsible for the management of over 400 volunteers. You will be 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.

### **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
- Developing and reviewing program guidelines, policies, procedures, position description, and other administration type documents

### **The successful candidate will possess:**

- Certificate in Volunteer Management and/or equivalent in education and experience
- Minimum 2 years' demonstrated experience in volunteer recruitment, training and support and people management
- Experience in managing a large roster (400+) of volunteers.



- Knowledge of and responsive to current trends in relation to legal and administrative requirements of volunteer screening, management, adult education and support/coaching
- Exceptional interpersonal and communication skills, both written and oral, with professionalism and discretion
- Ability to prioritize, set priorities and deal effectively and efficiently with competing demands within a busy, fast-paced environment
- Bilingual in both official languages is preferred.

**In addition, you will have the ability to:**

- Work the occasional evening and weekend when needed
- Travel between Hospice Care Ottawa locations when required

**COVID-19:** Provide proof of full COVID-19 vaccination and ability to continue to comply with vaccination policy.

**Vulnerable Sector Check:** Required.

**Why Join Hospice Care Ottawa?**

- Work in a positive, supportive, and inclusive work environment
- Work with collaborative teams who are dedicated to the mission and vision of hospice
- Ongoing training and development
- Excellent extended Health & Dental benefits, Life Insurance and Long-term Disability, Employee Assistance Program (EAP)
- Paid time-off

**To Apply:** Applications in the form of a cover letter and resume *in one document* can be submitted through the following link: [HCO Apply Now.](#)

We are actively hiring and applications will be reviewed on receipt. We thank all candidates for their interest; however, only those selected for interview will be contacted.

***Hospice Care Ottawa is an equal opportunity employer welcoming application from individuals with diverse backgrounds. Accommodations are available on request for candidates taking part in all aspects of the recruitment process. If you require accommodation, please make your request known when contacted.***