

Christian Health Care Center
JOB DESCRIPTION

Mission: *Providing skilled health care services with compassion and love in Christ's name.*

TITLE:	Volunteer Coordinator
REPORTS TO:	Director of Therapeutic Recreation
FLSA STATUS:	Non-Exempt, Hourly

JOB SUMMARY: Coordinates and directs the facility's Volunteer program. Communicates with the Director of Therapeutic Recreation and other facility staff to determine the volunteer needs of the facility. Assists with recruiting, interviewing, orientating and evaluating of facility volunteers. Maintains an adequate record of the facility's volunteer hours and required volunteer documents. The Volunteer Coordinator must be an energetic self-starter who can work well within an interdisciplinary team setting.

ESSENTIAL JOB FUNCTIONS:

1. Works alongside employees to promote a team effort and maintain the highest quality resident service.
2. Good attendance is an essential requirement of this position.
3. Respects and abides by Resident Rights.
4. Maintains confidentiality in all things relating to residents.
5. Communicates with the Director of Therapeutic Recreation (T-Rec.) and other facility staff to determine:
 - Need for volunteers in specific areas
 - Need for training of volunteers regarding job specifics and ongoing volunteer in-servicing.
 - Evaluation of volunteer placements.
 - Needs for staff training regarding working with volunteers
 - Any other needs that may be pertinent to the facility's volunteer program.
6. Interviews prospective volunteers for job appropriate placement.
7. Arranges for the orientation of new volunteers to the facility, job specifics, and necessary ongoing in-servicing.
8. Evaluates and gives constructive feedback to volunteers regarding job performance; maintains a system of ongoing open communication with volunteers for this purpose.
9. Maintains an adequate record of each individual and group providing volunteer services to the facility and residents for the purpose of:
 - *providing statistics to the management entity of the facility and any other interested groups regarding the number of volunteers and the number of volunteer hours on a routine basis.—*

- Monitoring compliance with all local, state and federal regulations, including required background checks, etc.
10. Abides by the established policies of the facility and licensing agencies; interprets same to concerned parties.
 11. Keeps professional matters confidential.
 12. Uses community and county resources (churches, organizations, and schools) to generate more awareness of CHCC to the outside community.
 13. Works directly with volunteers to provide supervision, guidance, encouragement, and assistance.
 14. Plans and coordinates volunteer recognition activities.
 15. Assists T-Rec. staff with the planning, scheduling and implementation of TR programs that include volunteers.
 16. Assists, leads, and programs T-Rec activities with T-Rec team.
 17. Performs other duties as requested by the director of T-Rec. and/or Administrator.

OTHER JOB FUNCTIONS:

18. Develops and maintains volunteer policies, procedures & job descriptions.
19. Interprets policies and procedures to volunteers as necessary.
20. Provides assignments, training, and placement of volunteers.
21. Maintains volunteer sign- in book on all volunteers to keep track of volunteer hours.
22. Maintains a service record of each volunteer.
23. Maintains an updated volunteer application for prospective volunteers.
24. Reviews complaints and grievances made or filed against the volunteer program. File reports with the administrator and director of T.Rec.
25. Maintains good public relations with the community so as to promote interest in our volunteer program.
26. Participates in facility survey made by authorized government agencies as necessary.
27. Serves on various committees of the facility as requested by the Administrator and/or director of T-Rec.
28. Attends T-Rec staff meetings to assist in identifying and correcting problem areas, and/or the improvement of services.

WORKING CONDITIONS AND EQUIPMENT USED:

Works in office areas as well as throughout the facility; moves intermittently during working hours; is subject to frequent interruptions; is involved with residents, personnel, visitors, government agencies/personnel, etc; is subject to hostile and emotionally upset residents, family members etc.; works beyond normal working hours as required [May included: weekends, other positions temporarily; subject to call-back during emergency conditions (e.g. severe weather, evacuation, post-disaster etc)]; subject to exposure to equipment of various types, odors such as dust, air contaminants, etc., also subject to exposure to infectious waste, diseases, conditions, etc. including TB and the AIDS and Hepatitis B viruses.

QUALIFICATIONS:

Knowledge, Skills and Ability to:

- Knowledge of community resources available to assist in volunteer opportunities.
- Strong organizational skills and attention to detail.
- Excellent interpersonal skills; must have patience, tact, cheerful disposition, enthusiasm and willingness to handle residents based on their individual maturity level and work positively with family members, other CHCC Staff and volunteers.
- Strong verbal and written communication skills.
- Ability to work independently with minimal direction; ability to make independent decisions when circumstances warrant such action.

Education and Experience:

- Bachelor Degree in a related field preferred.
- Must be familiar with health care type organizations, functions of departments and duties performed by volunteers.
- Must have experience in public speaking, recruiting and public relations within the community.
- Small Staff Management experience preferred.
- Event Planning or Marketing experience preferred.

License:

- Current Food Handler's permit.

General Physical Requirements:

Strength: Ability to assist residents in getting to TR programs; maneuvering wheelchairs and lifting up to 20 pounds.

Manual Dexterity: Ability to consistently perform simple motor and manipulative skills such as standing, walking etc. and moderately difficult manipulative skills such as writing and word processing.

Mobility: Ability to walk and stand consistently; sit for long period; move throughout the facility; reach above shoulders; bend frequently; squat and rest on knees to reach files.

Visual Discrimination: Ability to consistently identify objects and persons at a distance; read fine print on forms.

Hearing: Ability to consistently distinguish normal sounds with some background noise; multiple sounds (such as alarms) in a stimulated environment; and verbal language and tones on the telephone.

Speech: Ability to speak clearly and make self understood in a one-to-one basis with residents & volunteers and in a variety of formal and informal group settings.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment nor do they alter the at-will nature of the party's employment relationship. The employer retains the discretion to change and alter this description at its discretion.