**Careers at Hospice of the Western Reserve**

**Volunteer Service Manager**

Regular Full-Time

Cleveland, OH, US

APPLY TO VOLUNTEER SERVICE MANAGER

**General Responsibility:** Under the direction of an assigned supervisor, oversees, coordinates and supervises the activities of volunteers in both patient care and non-patient care settings.  Provides volunteer support and serves as liaison to volunteers, team members and facility staff.

**Essential Functions:**

Selects, assigns and schedules volunteers to meet patients’ and/or families’ needs or requests; ensures volunteers are staffed to meet assistance requests; conducts regularly scheduled meetings with assigned volunteers, providing on-going training and support as needed.

* Surveys teams to regularly assess for volunteer assistance; designs and implements community volunteer recruitment plan with help of team leaders; promotes utilization and integration of volunteers with teams; assists with coordination of life enrichment events; evaluates all aspects of volunteer programs to ensure effectiveness, and recommends changes as appropriate.
* Maintains accurate documentation of volunteer assignments including documentation of hours served; charts volunteer assignments on transdisciplinary plan of care; updates patient plan of care in clinical team conference; reviews and evaluates volunteer documentation for quality and timeliness; reports volunteer activity at team conferences; completes all requisite documentation and electronic medical records according to agency standards.,
* Assists with recruitment, selection and training of volunteers; precepts and assists with volunteer orientation and in-service training as assigned; assesses the volunteer’s working relationship with assigned team and staff; evaluates volunteers annually in consultation with teams; oversees demonstration of volunteer competencies on assigned teams.
* Identifies community outreach opportunities such as job fairs, festivals and other community events, and assists with networking and presentations in the community; assists with and participates in volunteer recognition programs, special events and other projects as assigned; participates in large and small scale event planning; serves on committees as assigned.
* Maintains accurate records and files, and provides timely statistical data and activity reports on volunteer participation; completes all appropriate documentation.
* Performs other duties as required.
* Consistently demonstrate positive customer-service responsiveness according to agency standards.
* Promote and comply with organizational practices related to diversity matters.

**Requirements:**

**Education/Experience**

Graduation from an accredited college or university with major coursework in social work, public administration or a related field, and some experience in volunteer management, training or in community relations; or any combination of education, training and experience that provides the knowledge, skills and abilities listed below:

* Knowledge of general management principles and practices
* Some knowledge of adult learning principles and program evaluation techniques and methods, preferably related to volunteer and/or social-service delivery programs
* Ability to establish and maintain effective relations with others
* Ability to exercise directions and good judgment in applying and interpreting agency policies and procedures
* Ability to communicate effectively, orally and in writing
* Ability to maintain accurate records
* Ability to work independently and as part of a team
* A valid driver’s license and good driving record and auto accident insurance at a level acceptable to HWR and/or HWR’s insurer
* Proficient in the use of Microsoft Office
* Equivalent education/experience may substitute for minimum qualifications except when there are legal requirements, such as a license/certification/registration.

**Physical**

* This is sedentary work requiring the exertion of up to ten (10) pounds of force occasionally and some light work and lifting requiring the exertion of up to 20 pounds occasionally; work requires sitting, stooping, bending, kneeling, reaching, standing, fingering, grasping and repetitive motions; vocal communication; hearing, and visual acuity.  Employee is not subject to adverse environmental conditions.

NOTE: The responsibilities of this position are described above, and they may be subject to change at any time due to reasonable accommodations or other reasons. Also, this description in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Applicants who may need reasonable accommodations to complete the application process may contact:

Careers at Hospice of the Western Reserve

17876 St. Clair Ave.

Cleveland, OH 44111

216.383.2222 or [careers@hospicewr.org](mailto:careers@hospicewr.org)

***Hospice of the Western Reserve is an Equal Opportunity Employer and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply.***