

Original Issue Date: May 1, 2021	
Review Responsibility: Executive Committee	Next Review Date:
Revised by: Executive Director	Revision date:
Reviewed by: Executive Committee	Review date:
Approved by: Executive Committee	Approval date:

---

## Friends of Hopewell House

---

### **4-5 Volunteer Manager Job Description**

Title:	Volunteer Manager
Department:	Hopewell House
Exempt/Non-Exempt:	Non-Exempt
Reports:	Volunteers
Pay Grade:	Ranges from \$25 to \$30/hour (experience & education based)
Effective Date:	August, 2021
Pay Equity Group:	Non-Clinical Manager
New Position:	Yes
Position Change:	

**Supervisor:** FHH Administrator

**Position Description:**

The Volunteer Manager supervises volunteers and provides direction, coordination, and consultation for all volunteer functions within Hopewell House, a residential care facility providing hospice and palliative care and end of life services. The position involves assessing and meeting organizational needs through recruitment, screening, placement, training, ongoing support and retention of volunteers. The manager will manage volunteers and help facilitate positive relationships with residents, families, employees and other volunteers. The manager will also play an integral role in creating a culture of mindful caregiving.

Manager also responsible for reports that add to the overall management of people and resources within the organization. Manager will also be integrally involved with fund-development for the organization as it pertains to needs and resources from volunteers.

**Qualifications:**

Must be able to:

1. Perform each essential job duty and responsibility satisfactorily.
2. Demonstrate excellent organizational, interpersonal, oral and written communication skills, to facilitate a culture of kindness, compassion and respectful end of life care.
3. Effectively supervise and collaborate with staff and volunteers in a respectful and collaborative setting.

4. Demonstrate IT proficiency in the Microsoft Office suite (Word, Excel, Power Point), and become adept with volunteer scheduling and management software programs.
5. Be on-site in the facility and able to work at least 30 hours per week.
6. Be at least 21 years of age.
7. Satisfactorily pass an employee alcohol and drug screen.
8. Satisfactorily pass a criminal record check per state law.
9. Meet the following education and experience requirements.

**Education:**

The volunteer manager must have a minimum of a bachelor's degree from an accredited four-year college or university preferably in a health or social-service related field. Spanish language skills a plus.

**Experience:**

Volunteer manager must have the following experience unless otherwise specified:

1. The applicant must have a minimum of two years' experience in volunteer coordination preferably with an end-of-life care nonprofit organization.
2. Have excellent organizational, interpersonal, oral and written communication skills and abilities and the ability to work with a diverse range of people.
3. Ability to supervise and work with staff and volunteers in a respectful and collaborative setting.
4. Develop, implement, evaluate and update organizational policies and procedures related to volunteer activity.
5. IT proficient including Microsoft Office Suite, Word, Excel, and PowerPoint. Ability to learn volunteer scheduling and management software programs.

**Duties and Responsibilities:**

1. Collaborate with the leadership team to develop, implement, evaluate and update organizational volunteer policies and procedures.
2. Incorporate choice, dignity, independence, individuality and privacy into job performance on a daily basis. Encourage volunteers to uphold these principles and aspirations to create a culture of mindful caregiving.
3. Develop, promote and maintain a wide range of volunteer opportunities within the organization.
4. Recruit, interview, screen, orient, schedule, evaluate, and provide ongoing guidance and support to all volunteers at the Hopewell House.
5. Coordinate and facilitate FHH Cultural Training and Caregiver Training for volunteers and staff, as well as regular support gatherings and special events.
6. Ensure volunteers are matched effectively to support the various activities at Hopewell House. In addition to bedside care, volunteers may be matched to reception, gardening and flowers, food preparation, library, teaching/training, IT, maintenance, interior art and home maintenance, and other areas of resident support, such as massage, music, art and pet therapy.
7. Assess feedback from families received through comment and evaluation forms.
8. Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate.
9. Facilitate volunteer daily shift change "check-in" when available.

10. Maintain accurate records and provide timely statistical and activity reports on volunteer participation.
11. Work effectively and collaboratively with community volunteer referral resources and agencies.
12. Provide outreach services and activities in collaboration with the Executive Director and Hopewell House Administrator to recruit volunteers.
13. Accept constructive feedback or redirection in a positive manner and show willingness to adapt behavior, performance or attitude as instructed by the Hopewell House Administrator.
14. All other duties related to volunteer management as assigned.

**Physical and Working Condition Requirements:**

1. Workday: Normally 6 hours/day but flexible as needed during volunteer trainings or other volunteer related activities.
2. Stands: Often or short periods.
3. Sits: Often, for up to three hours.
4. Walks: Often, short distances.
5. Bends: Occasional, but not necessary.
6. Stairs: Occasional.
7. Climbs: Seldom.
8. Lifts: Seldom.
9. Kneels: Seldom
10. Repetitive Hand/Foot: Occasional, word processing.
11. Work in a well-lighted, well-ventilated office.
12. Maintain positive communication with the public, personnel, residents, family members, visitors under all circumstances.
13. Work out of the facility often.