



## Mount St. Mary Hospital Position Description

<b>POSITION TITLE:</b>	Volunteer Resources Coordinator
<b>DEPARTMENT:</b>	Spiritual Care and Volunteer Resources
<b>REPORTS TO:</b>	Leader, Spiritual Care and Volunteer Resources
<b>EFFECTIVE DATE:</b>	November 2023

### **JOB SUMMARY**

Reporting to the Leader of Spiritual Care & Volunteer Resources the Volunteer Resources Coordinator provides support in the planning, implementation and delivery of the work of the Mount St. Mary Hospital Volunteer Team.

### **JOB DUTIES & RESPONSIBILITIES**

1. Maintains the administrative functions of Volunteer Resources. Answers the phone, makes appointments, responds to inquiries, and refers to the appropriate resource.
2. Establishes collaborative relationships with residents, staff, family members, visitors, visiting clergy and volunteers to determine volunteer opportunities and requirements.
3. Schedules volunteers for daily, weekly and monthly programs, and special events through email, phone and in-person contact. Ensures all shifts are filled with appropriately trained volunteers.
4. Maintains confidential electronic and paper records for volunteers relating to their recruitment, selection, criminal record checks, training, placement, and references.
5. Assists with volunteer recruitment through advertising, planning, attendance at volunteer fairs and processing intake applications.
6. Delivers the Volunteer Orientation Program.
7. Supports MSMH programs and services by arranging supplies and support materials, creating schedules, and assists with planning logistics.

## Job Description – Volunteer Resources Coordinator

8. Assist with volunteer recognition activities including the annual recognition event.
9. Processes financial receipts and requests for funds for resident outings for approval by the Leader, Spiritual Care & Volunteer Resources.
10. Generates quarterly reports of volunteer activities.
11. Performs other related duties as required.

### **ORGANIZATIONAL RELATIONSHIPS**

#### **Internal**

- Volunteers
- Residents
- Staff

#### **External**

- Family members
- Visitors
- Volunteer Victoria
- Sisters of St. Ann
- Apostolates/Marie Esher Society Members
- Visiting clergy
- and others as required

### **QUALIFICATIONS**

#### **Education, Training and Experience:**

- Grade 12 plus relevant post-secondary education.
- One to three (1-3) years of recent related experience in a health care setting, working with volunteers and assisting at events.
- Equivalency of education, training and experience may be considered.
- Experience with Microsoft Office products and Better Impact Volunteer Management software preferred.

#### **Skills and Abilities:**

- Effective and appropriate verbal and written communication skills.
- Strong commitment to volunteerism with experience as a volunteer.
- Physical ability to carry out the duties of the position.

**APPROVED:**

November 29, 2023

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Chief Executive Officer

Date:

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Director of Human Resources

Date: