



## Two Complementary Halftime Volunteer Coordinator Positions

Volunteers are not just volunteers at Huron Hospice. We have 140 volunteers who are an integral part of our care team in roles including board directors, home hospice visitors, residence hospitality, building maintenance and cleaning, gardening, fundraising, quality committee, music care, grocery shopping, spiritual care, pet therapy, correspondence, grief group facilitation, hairdressing and more. We are looking for two energetic, kind and skilled volunteer coordinators to lead these teams – one at the residence, the other in the community. Each will work 20 hours per week and the two will work closely together.

Over the past 30 years we have supported a few thousand people in the county with home hospice and grief services. Since opening the residence in 2018, we have served almost 300 individuals and their families there. Huron Hospice Bender House is located on a tranquil 12-acre rural estate just west of Clinton with a reflection pond out front and a 5-acre woodlot out back. Have a look at this short video tour to view the property and the residence.

<https://youtu.be/JV0yHiYHHg>

Although the setting helps, in the end, it is the care that matters most in our community and residence services. Over 40 of our volunteers are trained to visit and support people in their homes as they live with life-limiting illnesses. Residents and their families can't believe the quality of care they get as our four-bed residence (we will have expanded to six beds by August) is staffed around the clock by an RN and RPN with further support from many volunteers. Have a listen to Bill as he describes what it was like when he and his wife, Joyce, were with us.

<https://wp.me/pbpVoZ-9j>

The primary role of each Volunteer Coordinator will be the recruitment, screening, orientation, education, support, evaluation and recognition of volunteers in support of hospice programs and services.

<b>POSTED</b>	April 15, 2024
<b>CLOSING</b>	April 26, 2024, 10:00 AM
<b>INTERVIEWS</b>	Wednesday, May 1
<b>HOURS</b>	20 hours per week (each position)
<b>REPORT TO</b>	Executive Director

### RESPONSIBILITIES (both positions)

- Recruit, screen, orientate, educate, support, recognize, evaluate, maintain records for all volunteers
- Provide annual reviews to each volunteer
- Ensure Huron Hospice meets all legal requirements related to the service of volunteers and the clients they support
- Maintain statistics required for reports to Ontario Health and Board of Directors
- Ensure InfoAnywhere database information is current
- Participate in the development and implementation of the annual operating plan supporting the board's strategic plan
- Ensure the organization's volunteer policies are current and implemented
- Identify adequate resources for programs within the limits of the organization's budget
- Be responsive to client and volunteer concerns, complaints & compliments
- Adhere to all safety protocols
- Take care to represent Huron Hospice well when engaging with the public in any meetings and communications
- Participate on external and internal committees as approved by the Executive Director
- Have a working knowledge of HPCO guidance documents and current Hospice/Palliative Care standards of practice/legislative requirements
- Undertake special assignments as requested by Executive Director from time to time

#### **RESPONSIBILITIES (Community Volunteer Coordinator)**

- Responsibilities described above for both positions
- Develop, plan & coordinate volunteer services in the community
- Support volunteers serving in the community including board directors, home hospice, fundraising, quality committee and grief group facilitators
- Develop a strong, close working relationship with the Residence Volunteer Coordinator to ensure seamless coordination and support of all volunteers
- Maintain a close working relationship with the Coordinator of Loss, Grief and Bereavement and the Manager of Fund Development
- Receive and review referrals to home hospice program and match volunteers to new clients
- Develop and monitor care plans for community hospice clients

#### **RESPONSIBILITIES (Residence Volunteer Coordinator)**

- Responsibilities described above for both positions
- Develop, plan & coordinate volunteer services at Bender House
- Support volunteers serving at Huron Hospice Bender House including residence hospitality, building maintenance and cleaning, gardening, music care, grocery shopping, spiritual care, pet therapy, correspondence and hairdressing
- Develop a strong, close working relationship with the Community Volunteer Coordinator to ensure seamless coordination and support of all volunteers
- Maintain a close working relationship with the Director of Clinical Services

#### **PERSONAL QUALITIES (both positions)**

- Highly motivated and self-directed
- Mature and professional
- Compassionate and patient
- Excellent interpersonal, oral and written communication skills
- Ability to maintain discretion and confidentiality at all times
- Strong community building skills
- Ability to be a team coach
- Ability to interact with diverse groups
- Ability to deal with conflict constructively

### **EDUCATION (both positions)**

- College Certificate in Human Services or equivalent
- Volunteer Management Certificate or equivalent experience

### **EXPERIENCE (both positions)**

- Ideally, volunteer management two years or more
- Have worked with community-based health or social service agencies
- Proven organizational, client service and problem-solving skills with the ability to prioritize
- Knowledge of current trends and best practices in hospice/palliative care

### **SKILLS (both positions)**

- Interpersonal
- Communication
- Administrative
- Time management
- Critical Thinking
- Computer and Internet
- Program budgets

### **REQUIRED (both positions)**

- Minimum of two COVID-19 vaccinations, preferred to have current booster as well
- Negative Vulnerable Sector Check (police check)

### **All Welcome To Apply**

*Huron Hospice is an equal opportunity employer that strives to create a respectful, accessible and inclusive work environment. We know that we are strengthened by a diverse workforce and encourage applications from all equity-seeking groups, including but not limited to: Indigenous persons, visible minorities, persons with visible and/or invisible disabilities, and persons of marginalized sexual orientation and gender identities. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview, or selection process,*

*please contact Willy Van Klooster at [willy.vanklooster@huronhospice.ca](mailto:willy.vanklooster@huronhospice.ca) or by phone at 519-525-6856 for assistance.*

**INTERNAL CANDIDATES** While all are welcome to apply for one or both positions, current employees and volunteers will be considered before external candidates.

**BOTH POSITIONS FILLED** If Huron Hospice is unable to recruit qualified individuals to fill the two halftime positions, we will post one fulltime position to cover all volunteer responsibilities.

**INTERVIEWS** While we are grateful to all those who apply, only those to be interviewed will be contacted for in-person interviews to take place Wednesday, May 1 at Huron Hospice Bender House.

**Please submit a cover letter and resume to:**

Willy Van Klooster  
Executive Director  
[info@huronhospice.ca](mailto:info@huronhospice.ca)