

## Job Summary

**Order Number:**

NY1459020

**Date Job Order Received:**

03/16/2023

**Number of Openings:**

2

**Company Name:**

Niagara Hospice

**Job Title:**

Volunteer Services Specialist

**Minimum Experience Required:**

6 months

**Job Description:**

Lockport. Volunteer Services Specialist. Niagara Hospice. FT. Benefits. Specific Duties/Responsibilities/Knowledge Application: A.Volunteer Services 1.Accepts referrals for volunteers, assigns volunteers and documents his/her activity in the electronic medical record (EMR). 2.Initiates and maintains ongoing effective communications with volunteer corps and staff making volunteer referrals. 3.Recruits, trains, supervises, motivates, appreciates and assigns volunteers a.Coordinates, schedules and performs ongoing volunteer orientations to ensure appropriate growth of the department consistent with agency growth. b.Coordinates, schedules and performs volunteer training programs, including specialized trainings (i.e. vigil team, Pet Peace of Mind program, etc.) c.Coordinates and schedules educational opportunities for volunteer enrichment d.Plans and coordinates volunteer recognition activities and events 4.Maintains and monitors volunteer files, including required health records, annual updates, licenses and in-service records; ensures such are kept secure and confidential a.Ensures ongoing supervision and periodic evaluations of Niagara Hospice volunteers 5.Maintains a comprehensive volunteer database summarizing information found in volunteer files, using the database to maintain a schedule of completed volunteer hours, and for notifications of needed updates to volunteer files 6.Assists in the development and maintenance of written policies and procedures pertaining to volunteer services 7.Ensures compliance with all volunteer services policies and procedures and with pertinent Niagara Hospice policies and procedures 8.Generates and reviews volunteer utilization reports from agency Electronic Medical Record (EMR) database and recommends efficiency initiatives as well as provide requested information for the agency QAPI program 9.Coordinates with Volunteer Services Coordinator short and long-range planning and development for the volunteer program a.Surveys volunteers to identify skills, experience, abilities and interests for volunteer placement b.Surveys Niagara Hospice staff regularly to identify skills, experience, abilities required to meet volunteer needs of each department c.Conducts volunteer satisfaction survey annually to help measure success of the Volunteer Services program and identify areas for improvement Qualifications: Education Requirements: Associates Degree in Human Services or equivalent

educational background from an approved and accredited College or University preferred. Any other combination of educational and professional experience as deemed appropriate by the Volunteer Services Coordinator. Work/Skill/Experience: \*Excellent communication skills, both oral and written \*Ability to relate well to the needs of the terminally ill and their families \*Superior skills in interpersonal relations \*Knowledge and understanding of the dynamics of death, dying and bereavement \*Ability to work with a diverse group of volunteers, staff and professionals \*Ability to make decisions based on problem solving techniques \*Computer, technology and database proficiency Licensure/Certification: Valid Driver's License; travel required Apply online:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=e31e741b-73fc-442f-b209-58c7f0ebea88&ccId=134010059\\_5579&type=MP&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=e31e741b-73fc-442f-b209-58c7f0ebea88&ccId=134010059_5579&type=MP&lang=en_US)

**Job Location:**

Lockport, New York

**Pay:**

Starting pay not specified.

**Benefits:**

No benefits mentioned.

**Hours per Week:**

Not specified.

**Duration:**

Full Time, Regular

**Work Days:**

Monday thru Friday

**Shift:**

First (Day)

**Public Transportation:**

Information not provided.

**Minimum Education Required:**

Associates Degree

**Driver Licenses, Including Endorsements:**

Class D (Operator)

**How to Apply:**

To apply, contact the employer on-line:

Web-site:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=e31e741b-73fc-442f-b209-58c7f0ebea88&ccId=134010059\\_5579&type=MP&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=e31e741b-73fc-442f-b209-58c7f0ebea88&ccId=134010059_5579&type=MP&lang=en_US)