

## **Manager of Volunteer Programs – Temporary Full Time (1 year Contract)**

The Dr. Bob Kemp Hospice offers programs and services that focus on providing dignity and quality of life Hospice palliative care to individuals with a life-threatening illness throughout the palliative stages including end of life care.

DBKH offers the following services: 10 residential beds end of life care; Volunteer Visiting Palliative Care Program; Day Hospice Program; Bereavement and Supportive Care Program, Palliative Care Education and Training.

Our Palliative care team includes physicians, family physicians, nurses, personal support workers, bereavement support and volunteers working together to provide compassionate care that celebrates life for individuals and their families.

The Hospice is accredited by the Hospice Palliative Care Association of Ontario.

**Position:** Manager of Volunteer Programs

**Status:** Full-Time, 37.5 hrs per week, weekdays, but evenings and weekends are expected to meet goals. - 1 year contract

The Manager of Volunteer Programs will lead and be responsible for the development and management of an inclusive volunteer team and the management of the visiting volunteer and day hospice programs. This will include but is not limited to the following, the recruitment, training, placement, supervision of volunteers as well as, the intake, assessment, and approval of clients for day hospice and visiting volunteer program, program planning for day hospice and collection and reporting of all statistical requirements.

### **QUALIFICATIONS: Education & Experience. Knowledge, skills, and abilities:**

- Current registration as a Registered Practical Nurse or Registered Nurse
- Palliative care experience with preference to those with palliative care certification (CAPCE, CHPCNc, etc.)
- Experience in training and supervision and management of volunteers
- Diversity and inclusion community engagement/development
- Knowledgeable of community resources related to palliative care.
- Valid Driver's license and access to vehicle that is road worthy and fully insured.

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Community Day Hospice | Volunteer Visiting | Grief & Bereavement | Residential Care | Palliative Education

- WHIMIS, FIRST AID Certification, Food Handling Certification
- Experience with data software

### **Program Development, Management and Administration**

- Plan, implement, facilitate, supervise, and evaluate volunteers and volunteer programs (Day Hospice and Visiting Volunteer)
- Collaborate with Community Care and Residential Care Teams on the provision of services and support to individuals (patients/caregivers) accessing Hospice services.
- Collaborate with Supportive Care and Bereavement Manager in the training and supervision of bereavement volunteers
- Collaborate with the Manager of Kitchen, Development and Events team to ensure proper coordination of volunteers for each program
- Keep up to date or introduce new policies and practice guidelines for program and service delivery that will ensure volunteer services are according to with current research or evolving practices.
- Ensure accurate administration of personnel and program records in all stages of services: Referral, Assessment, Service Delivery, Discharge and Evaluation.
- Provide a monthly/annual report on service delivery statistics, program evaluation and plans for future initiatives.
- Ensure all records are recorded in electronic data bases (Donor Perfect) in an accurate, and timely manner

### **Direct Service Delivery (in House Volunteer activities, Day Hospice and Visiting Volunteer)**

- Develop and document person centered inclusive care plans.
- Maintain confidential record and ensure privacy security
- Schedules, matches, and supervises all visiting volunteers; including but not limited to, ensuring proper reports and schedules in the community are collected in a timely manner
- Develop and oversee the implementation of Day Hospice program; including but not limited to, communication with clients and volunteers, ensuring proper transportation arrangements for clients, preparation of food, entertainment, activities, and education
- Plan and coordinate all voluntary complementary therapies
- Ensures all referrals are contacted and assessment completed within QIP and HPCO guidelines
- Coordinates with program managers to ensure proper scheduling and supervision with Kitchen, outdoor, reception and any other in-house volunteers

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## **Training and Education**

- Responsible for the recruiting, hiring, coaching, training, and terminating of volunteers, (incl. police checks & references)
- Develop, facilitates & participates in the minimum standards of a 33 hours of volunteer palliative education that meets the HPCO Volunteer Accreditation minimum standards, volunteer training will occur a minimum of twice yearly
- Develop/facilitate on going volunteer education meetings and training
- Responsible for maintaining HPCO Accreditation.
- Monthly one-on-one session with Leadership coach

## **Supervision**

- Will coach, address and communicate any performance issues of senior administrative assistant in a timely manner
- Will ensure proper administration of all HR practices
- Part of the Manager On-Call Rotation

Dr. Bob Kemp Hospice is committed to diversity and inclusivity in employment. Dr. Bob Kemp Hospice is also committed to accommodating applicants with disabilities during the recruitment, assessment, and selection process. Please notify us if you require accommodation in respect of the materials or procedures used at any time during this process. If you require accommodation Dr. Bob Kemp Hospice will collaborate with you to determine how to meet your needs.

## **Salary:**

\$65,000 to \$75,000

Qualified applicants are invited to forward a cover letter and resume to [hr@kemphospice.org](mailto:hr@kemphospice.org)

Please specify "Manager of Volunteer Programs" in the subject line of your email.

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