



Supporting the Process of Life since 1986

Abbotsford Hospice Society

Position Description

Position Title: Volunteer Coordinator
Reports To: Executive Director
Position Type: Part time 20 hours per week

Purpose:

To provide overall coordination of Volunteer activities for AHS.

Essential Job Functions for Volunteer Coordinator:

- Ensure accuracy of volunteer database by complying with templates including:
 - Contact info, availability, qualifications
 - Active / inactive status, long term absences (out-of-country snowbirds, students)
 - Monitor Volunteer Criminal Record Checks are up-to-date
- Ensure the Annual Volunteer Agreement Form is filled on volunteer's anniversary of joining
- Arrange years of volunteer service awards and celebrations (see volunteer care)
- Arrange monthly volunteer meetings and events with the assistance of program managers
- Arrange and Coordinate 2 annual volunteer appreciation social events (Christmas and April event)
- Collect social media content
- Arrange regular publication of volunteer stories and experiences for our media coordinator
- Actively recruit new volunteers, promote volunteering
- Assist Receptionist with scheduling volunteer coverage of office duties and being ready to cover front desk when needed
 - Assist with Office volunteer orientation
 - Delegate projects to office volunteers
- Recruit and arrange shifts for the Holmberg Host Volunteer Role
- Coordinate/plan Memorial Butterfly Release together with program managers. Event is directed to clients, volunteers as well as the broader community
- Participate in AHS events as required

Volunteer Care:

- Send birthday, sympathy, get well cards or flowers to volunteers
- Encourage volunteers with "well done's" or thank-you cards, small incentive gifts as appropriate
- Perform one-on-one regular check-ins with volunteers



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Event Volunteers:

- Support event volunteers in collaboration with Donor Relations Manager and Community Development Officer: Community Giving
- Maintain a roster of event volunteers
- Work with event steering committee
- Participate in event planning

Requirements and Qualifications:

- Post-secondary education or an acceptable combination of education, training and experience
- Ability to maintain recordkeeping systems
- Highly organized and able to multi-task and effectively prioritize
- Highly proficient in Microsoft Office and Excel
- Superior telephone and written communication skills
- Demonstrates flexibility in assignment of tasks and varied work weeks
- Demonstrated ability to anticipate problems and proactively develop solutions
- Ability to work independently and effectively as part of a small team
- Comfortable with public speaking
- Warm and engaging personality
- Ability to engage people who are experiencing the effects of grief.
- Ability to actively listen to and support volunteers.
- Strong sense of compassion and patience.

This position may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of clients, volunteers and community members.

Post holder's Name _____ Date: _____

Signed: _____

This job description is considered a working document and may evolve over time based on the needs of AHS and the development of the employee holding the position.