**Walla Walla Community Hospice 1067 E. Isaacs Avenue Walla Walla, WA 99362**

# (509) 525-5561

**Position Description:** Volunteer and Camp Amanda Coordinator

**Accountable to:** Hospice Administrator

**Purpose:** The Volunteer and Camp Amanda Coordinator is responsible for delivery of volunteer related services and Camp Amanda coordination at Walla Walla Community Hospice (WWCH) in close collaboration with other professionals, volunteers, and bereaved in accordance with the hospice philosophy of care.

* **Volunteer Coordinator:** A **Volunteer Coordinator** is responsible for overseeing and managing volunteers within an organization or program. They recruit, train, and assign volunteers to appropriate tasks and ensure that the volunteer program runs smoothly. They report to the Hospice Administrator for all aspects of the volunteer program consistent with WWCH policies, procedures, and regulatory requirements.
* **Camp Amanda Coordinator:** The **Camp Amanda Coordinator** is responsible for all aspects of the camp throughout the year, especially in the months leading up to the 3-day weekend event on the last weekend in July. In addition, is responsible for coordinating the annual reunion that is held in February each year.

# oResponsibilities:

The **Volunteer Coordinator** is responsible for the orientation, training, and coordination of all Walla Walla

Community Hospice volunteers, program administration and development in all service areas. The position requires monitoring of regulatory requirements, updates agency plans accordingly, survey readiness meetings, and surveyor point of contact related to volunteer program. In addition, volunteer hours must be monitored, documented, calculated, and reported on a monthly basis to ensure compliance with Medicare Conditions of Participation.

The **Camp Amanda Coordinator** is the primary person in charge of the organization of all activities related to Camp Amanda. This has intermittent responsibilities throughout the year with dedicated events every February and July.

# Qualifications:

* At least one year’s experience in volunteer work, preferred
* Demonstrated experience in related field and in volunteer activity including two one or more years of supervisory experience, preferred.
* Demonstrated skill in administration functions including ability to develop policy and procedures.
* Demonstrated skills with written and oral communications, including public presentations and conducting group meetings.
* Demonstrated keyboarding and computer literacy.
* Demonstrated ability to execute a supportive and sensitive approach to volunteer and patient/family/community needs.
* Demonstrated ability to take initiative, be well-organized and oriented to detail.
* Demonstrated ability to coordinate and communicate appropriately with co-workers and supervisor.
* Demonstrated ability to take direction, work independently and effectively as part of a multidisciplinary team in a positive, professional manner which supports the mission of the organization.
* Ability to work well with people, including children, parents/guardians, volunteers, other WWCH staff, and the public.
* Must be able to prioritize and organize work activities for good efficiency and use of time.
* Demonstrated skill and expertise in managing projects and program management.

# Requirements:

* Must have a valid drivers’ license, current auto insurance, a good driving record, and the use of a reliable vehicle. This position requires the ability to drive year-round to locations in our service area which include Walla Walla County, Columbia County, and northeastern Umatilla County
* Must be able to pass criminal background checks and all agency requirements for personnel file requirements including but not limited to tuberculin testing, HEP B, drug screening, and reference checks.
* Experience recruiting, selecting, mentoring and managing volunteers that leads to productive outcomes for both the volunteers and the organization.
* Excellent professional customer service skills and problem solving to interact with individuals at all organizational levels.
* Organizational skills to successfully manage multiple priorities in a complex work environment.
* Experience working with a culturally diverse audience and to work as part of a team in a service-oriented environment.
* Effective time management and attention to detail required.
* Ability to use Microsoft Office, databases, internet, etc.
* Able to work with a flexible schedule, attend meetings, conferences and trainings as requested.
* This position occasionally requires attendance at various community events outside of regular business hours, including evenings and weekends.

**Functions:** This is a list of the major functions of the position, for guidance. It is not intended as a complete list and may be modified verbally or in writing by the Hospice Administrator or designee at any time to reflect the changing needs of Walla Walla Community Hospice.

* Utilizes Hospice volunteers and supervises those specifically assigned to volunteer related activities.
* Promotes quality of services activities in WWCH by utilizing available guidelines, hospice resources and by participating in relevant educational opportunities, workshops or conferences.
* Writes and/or participates in establishing and maintaining policies and procedures. Observes the effects of current policies and proposes needed corrective actions if necessary.
* Attends bi-weekly interdisciplinary group (IDG) meetings, updating pertinent volunteer/patient information per plan of care~~.~~
* Coordinates and monitors documentation of patient care volunteers in the EMR
* Monitor and evaluate performance of volunteers according to WWCH policies and procedures.
* Review and monitor compliance with Medicare/Medicaid conditions of participation, other government requirements, agency policies and procedures, and provide education to the team as changes are made.
* Manages and reports volunteer hours to the Hospice Administrator or designee monthly.
* Facilitate community awareness and support of volunteer program in coordination with other appropriate staff including onboarding of new volunteers.
* Assists Outreach and Marketing Coordinator for events and other hospice activities.
* Responsible for setting and achieving program goals that align with overall agency goals.
* Developing community partnerships for program sustainability
* Manage and update volunteer training curriculum as needed.
* Attend appropriate educational training classes, in-services, and staff meetings.

**Camp Amanda:**

* + Arrange all aspects of Camp Amanda which is held annually, including site selection, volunteer enlistment, coordination of volunteer orientation, training and participant selection.
  + Assures all camp and program needs are met, such as supplies, equipment and food. Work with appropriate WWCH employees on related publicity and administrative matters.
  + Meet personally as needed with community groups or individuals to promote Camp Amanda and solicit volunteers and donations.
  + Arrange for annual Camp Amanda reunions, including coordinating staff and volunteer participation and camper/parent or guardian attendance and assures supplies, equipment, location, and meals are provided.
  + Work with the appropriate WWCH employees on the marketing, fund-raising, and administrative needs related to Camp Amanda.
  + Ensure that the camp meets all appropriate regulations, insurance requirements, and operates according to organizational policy and procedures.
  + Coordinates all activities related to Camp Amanda including volunteer needs.
  + Plans and participates in leading volunteer training sessions.
  + Communicate with community resources to advertise Camp Amanda
  + Recruit and onboard Camp Amanda counselors and other volunteers
  + Conduct Camper & Counselor evaluations
  + Consults with Compliance Officer regarding regulatory concerns.
  + Maintains an active and compliant volunteer file that is compliant with all regulatory standards.
  + Works under the general supervision of the Hospice Administrator and provides status updates, needs of the program, and end of camp summary.
  + Assumes other duties as assigned.

The position of Volunteer and Camp Amanda Coordinator is on an at-will basis. This means that either the employee or the employer may terminate the employment relationship at any time, with or without notice or reason, unless expressly prohibited by law.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Employee

\_\_\_\_\_\_\_\_\_\_\_

Date