

POSITION DESCRIPTION

Position: Volunteer Coordinator – Full Time
Reports to: Community Engagement & Communications Lead
Remuneration: Hourly

Who we are:

Lionel Kelland Hospice is the first community based residential hospice in Newfoundland and Labrador providing end-of-life care to residents and their families with care, respect, and dignity.

Our values are the fundamental principles that guide the work of Lionel Kelland Hospice, and they apply not only to its residents and their families, but also to our staff, physicians, and volunteers. These are our values that we cherish the most in our workplace: care, respect, dignity, diversity, flexibility, integrity, teamwork, good citizenship, and personal accountability.

We strive to create a workplace where employees are treated with respect and compassion. By working together in a positive environment, we can ensure that the final chapter of a person's story is dignified and peaceful.

Position Summary:

In accordance with Hospice plans, policies, and procedures, the Volunteer Coordinator is responsible for the recruitment, screening, onboarding, engagement, and recognition of hospice volunteers.

Working closely with the Community Engagement & Communications Lead, Care Team, Thrift Boutique Manager, and other Hospice staff, the Volunteer Coordinator will ensure that volunteers are appropriately matched with opportunities, well prepared for their roles, and supported throughout their volunteer experience.

The Volunteer Coordinator will build strong relationships with volunteers and community partners, identify opportunities to strengthen volunteer engagement, and contribute to the development of a welcoming and meaningful volunteer culture across all areas of the organization.

The ideal candidate is highly organized, compassionate, approachable, and self-motivated, with strong communication and interpersonal skills. They will understand the importance of professional boundaries, confidentiality, professionalism, and person-centred care within a hospice environment.

Duties and Responsibilities:

Volunteer Management:

- Lead the recruitment, screening, onboarding, and ongoing support of hospice volunteers.
- Develop and maintain strong relationships with volunteers, ensuring they feel valued, supported, and connected to the hospice mission.
- Coordinate volunteer placements across hospice programs, resident and family activities, community outreach, fundraising events, and special initiatives.
- Maintain accurate volunteer records, including screening, training, certifications, schedules, hours, and participation.
- Identify volunteer needs and opportunities in collaboration with hospice staff and community partners.
- Support the development and implementation of volunteer-led programs and initiatives.
- Build relationships with community organizations, schools, service clubs, businesses, and other groups to strengthen volunteer recruitment and engagement.

Administration & Compliance:

- Participates in training and educational initiatives as required.
- Maintains confidentiality of resident and Hospice information and discusses same only with appropriate Hospice employees and volunteers.
- Maintain accurate and confidential volunteer records and databases.
- Track volunteer hours, attendance, training, screening, and other required documentation.
- Ensure volunteer activities comply with hospice policies, procedures, privacy requirements, health and safety standards, and applicable legislation.
- Prepare volunteer reports, statistics, and updates as required.
- Participate in team meetings, planning activities, and organizational initiatives.
- Perform other duties as assigned.

Qualifications:

- Completion of a recognized post-secondary education in volunteer management, community development, social services, human resources, nonprofit management, communications, or a related field; equivalent education and experience will be considered.
- Experience working in a nonprofit, healthcare, community, social service, or similar environment is considered an asset.
- Experience recruiting, coordinating, training, and/or supervising volunteers.
- Strong interpersonal and relationship-building skills.
- Excellent organizational and time-management abilities.
- Strong written and verbal communication skills.
- The ability to work independently while contributing effectively as part of a multidisciplinary team.
- Experience using Microsoft 365 and volunteer management or database systems.

- Demonstrated ability to maintain confidentiality and exercise sound judgment.
- A compassionate, respectful, and non-judgmental approach to working with diverse individuals and families.
- A valid driver's licence and access to reliable transportation may be required for community outreach and volunteer engagement activities.
- Positive attitude and a willingness to "go the extra mile" when delivering quality service and building positive community relations.

Core Competencies:

The successful candidate will demonstrate:

- **Compassion & Empathy** – Approaches residents, families, volunteers, staff, and community partners with kindness, dignity, and respect.
- **Relationship Building** – Creates genuine connections and builds trust with volunteers and community partners.
- **Organization & Follow-Through** – Effectively manages schedules, records, training requirements, events, and competing priorities.
- **Communication** – Communicates clearly, professionally, and respectfully with individuals from diverse backgrounds and experiences.
- **Leadership** – Motivates, supports, and guides volunteers while creating an environment where people feel valued and empowered.
- **Adaptability** – Responds positively to changing needs in a dynamic hospice environment.
- **Professionalism & Boundaries** – Understands and maintains appropriate professional boundaries, confidentiality, and ethical standards.

Working Environment

This position is based within a residential hospice environment and involves regular interaction with residents, families, volunteers, staff, community partners, and members of the public.

The successful candidate must be comfortable working in an environment where individuals and families may be experiencing serious illness, end-of-life, loss, and grief. Occasional evening and weekend work may be required to support volunteer activities, programs, community events, and special initiatives.

Standards of Performance:

The Volunteer Coordinator must demonstrate ongoing competency and a commitment to continuous quality improvement in completing all duties and responsibilities as detailed in this job description, in accordance with all Hospice policies and approved plans. The Volunteer Coordinator is expected to remain current with emerging volunteer management trends, best practices, relevant legislation and standards, and available training and professional development opportunities, and to apply relevant knowledge and practices to strengthen the Hospice's volunteer program.