

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT

(MACASSA LODGE – RESIDENT SERVICES – LOCATION – 701 UPPER SHERMAN AVE.)

### VOLUNTEER CO-ORDINATOR – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to Supervisor, Resident Services, develop and co-ordinate Volunteer and Pastoral Care services for Macassa Lodge.

#### GENERAL DUTIES

Recruits, interviews, selects, trains and places volunteers.

Provides orientation including risk management issues & emergency procedures.

Promotes volunteer program through public speaking, media relations and public displays.

Liaises with local faith groups to respond to the spiritual and religious needs and interests of the residents.

Assesses the need for volunteer positions and ensures that a job description is developed to reflect that need.

Develops and implements policies, procedures relevant to volunteer and pastoral care services, in conjunction with the Director of Resident Services.

Develops and maintains a system of documentation relevant to volunteer and pastoral services.

Compiles a range of statistical data related to volunteer and pastoral care services.

Plans and organizes publicity and recognition events for volunteers and pastoral care providers.

Plans and conducts workshops/education for volunteers and staff.

Liaises between volunteers and staff.

Works in conjunction with the Volunteer Association and volunteers to promote fundraising activities.

Responds to evacuation procedures by transporting able and disabled residents.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

#### QUALIFICATIONS

1. Extensive knowledge of policies and practices in the development and coordination of volunteer and pastoral care programs acquired through education or a combination of education and progressive relevant work experience.
2. Previous experience in the evaluation, co-ordination and direction of staff in a diversified volunteer geriatric program.
3. Excellent verbal and written communication skills; facilitation and presentation skills.

4. Certified or eligible for certification from PAVRO, previously, OADHVS (per Ministry of Health LTC Standards)
5. Highly developed interpersonal skills with the ability to interact effectively with all stakeholders including peers, others staff, the community and volunteers, as well as, residents and their families.
6. Working knowledge of Microsoft Office XP (Microsoft Outlook, Word and Excel).

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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