



Job Description

Job Title: **Volunteer & Community Program Coordinator**
Reports to: Manager, Volunteer Services
Direct Reports: N/A
Employment Status: Full-Time – 37.5 hours per week
Job Evaluation Band: **Job Evaluation Band – Pay Grid – Coordinator 2 - Administrative** starting at \$34.96/hr

Job Summary

The Volunteer & Wellness Program Coordinator is responsible for managing the hospice volunteer program while also coordinating and facilitating a robust wellness program that supports clients, caregivers, and members of the Burlington community. This role ensures a strong volunteer base to support hospice operations while expanding wellness services to provide psychosocial, mental-emotional, and practical support to those living with a life-limiting illness and their caregivers. The coordinator oversees program planning, implementation, evaluation, and community engagement to enhance the hospice's outreach and impact.

Duties and Responsibilities

- Act as the primary liaison between volunteers and key hospice programs, ensuring proper scheduling and program support.
- Develop and maintain up-to-date job descriptions for all volunteer positions, creating new roles as needed.
- Maintain accurate volunteer records, database management, and provide statistical analysis for reporting purposes.
- Monitor and evaluate programs, incorporating feedback from program participants to enhance volunteer and wellness initiatives.
- Develop, review, and update volunteer policies to reflect best practices and compliance with hospice standards.
- Design and implement recruitment and retention strategies to build a committed and engaged volunteer base.
- Facilitate the orientation, training, and ongoing support of volunteers, fostering a culture of appreciation and growth.
- Collaborate with program leaders to optimize volunteer and wellness resources effectively.
- Expand the reach of volunteer and wellness services, ensuring inclusivity and accessibility across the continuum of hospice care.
- Address wellness program inquiries, conduct initial assessments, and develop care plans with participant-centric goals and interventions.



- Develop and offer supportive "comfort care" programs and educational resources to meet participant needs.
- Establish and maintain community partnerships to ensure an integrated approach to volunteer and wellness programs.
- Work with Hospice Supportive Care, Spiritual Care, and Music Therapy programs to develop responsive wellness services for clients and families.
- Lead the wellness program in quality assessment and improvement opportunities, tracking statistical information regarding utilization and program outcomes.
- Assist in budget planning, identifying needs and goals for the program, and maintaining oversight accountability for spending.
- Represent Carpenter Hospice in community networks, sector-wide initiatives, and local partnerships.
- Support special hospice events by coordinating volunteer involvement and logistical planning.
- Perform other duties as required.

Job Requirements

- Bachelor's degree in a related field or a combination of work experience and education.
- Volunteer Management certification or willingness to obtain.
- Experience in volunteer coordination, wellness programming, or a related role, preferably in a healthcare or hospice setting.
- Experience in group facilitation and program evaluation.
- Knowledge of hospice and palliative care philosophy, health, wellness, and community resources.
- Strong leadership, problem-solving, and interpersonal skills to foster teamwork and collaboration.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and experience with volunteer management software is an asset.
- Excellent organizational and communication skills to successfully manage multiple priorities.
- A satisfactory current criminal reference check (CPIC) including a Vulnerable Sector Screening.

Schedule of Hours

Monday to Friday, 37.5 hours per week (some schedule flexibility required).



Ability to work flexible hours, including evenings and weekends, to meet the needs of clients and families.

Working Conditions

Office-based role with regular interaction with staff, volunteers, patients, families, and community organizations.

Ability and means to travel as needed for community engagement and outreach activities.

Significant computer use requiring extended periods of sitting, with frequent interruptions.