

Administrative Assistant, Volunteer Services

Founded in 1975, Hospice by the Bay (HBTB) is California's first hospice and is the second in the nation. Our nonprofit currently serves children of all ages, adult patients and their families in the counties of Marin, San Francisco, San Mateo, Sonoma, and the cities of Napa, American Canyon and Vallejo. A pioneer in the field for more than 44 years, HBTB affiliated with UCSF in 2015.

Hospice by the Bay is currently seeking a Volunteer Services Program Assistant to join our team in the **Larkspur** office. The position provides administrative and customer service support to the Volunteer Services Department. Using a volunteer database, the position tracks and updates volunteer personnel files according to federal and state regulations, along with other tasks required by agency policy and procedures. This position provides a welcoming voice when screening new volunteer inquiries, and engages in ongoing interactions with a diverse volunteer population serving our patient/families on hospice care. The Volunteer Services Department depends on this valued team member to provide excellent organizational support and communication ability with a careful eye to detail.

Primary Duties

- Screen prospective volunteer inquiries and refer appropriate candidates to the Volunteer Coordinators for interviews
- Assist in the onboarding tasks for all selected volunteer candidates for trainings.
- Provide administrative support during the planning and implementation of volunteer trainings.
- Run monthly electronic reports to monitor and maintain the timely collection of volunteer personnel file requirements in compliance with Federal and State regulatory standards.
- Monitor the volunteer database system and produce Volunteer rosters and reports as requested by the Volunteer Manager or Volunteer Coordinators.
- Prepare volunteer meeting and education in-service announcement as directed by VC, and coordinate notification to volunteers on a monthly basis.
- Assist in the administrative completion of volunteer evaluation and competency forms.
- Maintain electronic filing system and assist in the upkeep of departmental forms.
- Participate in administrative responsibilities involving volunteer recognition activities.

Requirements include:

- Strong oral and written communication and interpersonal skills, including the ability to listen effectively, to select and use appropriate communication methods, and to present ideas and information effectively, both orally and in writing.
- Intermediate proficiency in MS Word, Excel, and Outlook. Aptitude to learn other programs as needed including clinical documentation program, volunteer record-keeping database system, and online system for management of importing and uploading volunteer visit reports daily.

- Associate's degree or equivalent from a two-Year College or technical school; or two-year related experience and /or training; or equivalent combination of education and experience.

It takes a special person to devote his or her career to hospice and end-of-life care. We believe our commitment to ensuring personal dignity and respect extends to our employees. We embrace diversity and encourage a culture of inclusion. If you have passion for serving patients, their families and your community, we invite you to become part of our team.