**We are looking for a Volunteer Coordinator for Hospice Indirect at St. Joseph Home Care Network.**

Location: Napa, CA  
Work Schedule:  Full time - 80 Biweekly Hours  
Shift:  8-hour, Days

**Job Summary:**

The Volunteer Coordinator (formally known as Hospice Volunteer Coordinator) assists the Volunteer Manager in organizing and coordinating a comprehensive volunteer service for Collabria Hospice to include: Interviewing perspective volunteers; Overseeing volunteer files and information; Setting up and conducting Hospice volunteer projects and training; Maintaining Medicare Conditions of Participation; Providing on-going supervision including site visits and annual performance evaluations.

**Essential Functions:**

* Assists in recruiting volunteers from the community.
* Manages the selection process, fulfillment of mandatory requirements and training. Provides support to volunteers. Plans, assigns, and directs work. Appraises performance.  Does site visits, rewards and disciplines volunteers.  Addresses complaints and resolves problems. Maintains Medicare Conditions of Participation for hospice volunteer programs.
* Plans and coordinates regular volunteer meetings that offer support and education on relevant topics.  Assists with the coordination of volunteers at various functions including fund raising.
* Attends IDT and communicates with Interdisciplinary Team as well as patients and their caregivers to assess volunteer needs. Encourages reciprocal exchange of patient information between volunteers and nursing, social work staff or spiritual care staff.
* Is proficient in working with computer programs such as a Medical Data Base, Microsoft Word, Excel, Volgistics and Outlook.
* Communicates in the following ways: phone and email presence for volunteers, public speaking, development of articles for publications including volunteer newsletter, internal newsletter, Facebook, and others as requested.
* Sets up and performs Hospice Volunteer Training.
* Initiates projects and training for the on-going knowledge and benefit of the volunteers.
* Coordinates and maintains record keeping, including daily and monthly reports from Hospice volunteers, specifying types of services and hours worked and training attended and mandatory requirements fulfilled. Evaluates volunteers’ performance including site visits.
* Assists Volunteer Manager in developing year-round strategies for retaining volunteers through the provision of recognition events and other opportunities as appropriate.
* Attends meetings, conferences or seminars to network and to maintain current knowledge on developments in the hospice volunteer field.
* Responds appropriately and in a timely manner to volunteer referrals.

**Skills:**

* Familiar with use of medical database, Volgistics, Microsoft Word and Excel.
* Familiar with Medicare Conditions of Participation for hospice volunteer programs.
* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to communicate effectively by phone, computer and in person.
* Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
* Ability to write routine reports and correspondence.
* Ability to develop and facilitate training for adults.
* Ability to speak effectively before groups of customers or employees.
* Knowledge of and ability to respond to the needs presented by participants/patients in various age groups.
* Ability to supervise and direct the work of others.
* Good people skills as well as good training and computer skills.
* Ability to manage multiple priorities.

**Minimum Position Requirements:**  
**Education:**

* Associate's Degree.
* Coursework/Training - 2 years related training.

**Experience:**

* 2 years related experience.
* Experience supervising, training and directing the work of others.

**Licenses/Certifications:**

* Valid California State Driver's License.
* Car Insurance.
* CPR and First Aid Training as required for all ADHC staff.
* If job requires driving, a clean driving record and pass a defensive driving course every 3 years.

**Preferred Position Qualifications:**

**Education:**Bachelor's Degree

**Experience:**

* 1 year experience in a health or social service environment, and experience as a Hospice volunteer or working with Hospice volunteers.
* Experience as a Hospice Volunteer Coordinator.

Since it was founded as Hospice of Napa Valley in 1979, Collabria Care has become a leading center for community-based care delivery and resources in the North Bay, for those facing transitions of aging, Alzheimer’s disease and other serious illness or the end of life.

Since then, we have grown into a vibrant non-profit organization with more than 125 employees and 130 volunteers serving Napa County and its surrounding communities. Our award-winning programs are created to respond to the current needs of our community, and additional programs are designed with a look towards the future needs of our aging population.

**To submit your interest, please visit the following webpage:** [**https://bit.ly/2Wthw7c**](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbit.ly%2F2Wthw7c&data=04%7C01%7Cahouse%40collabriacare.org%7C64ca6dc1c8f14493833b08d983a2faf1%7C2e3190869a2646a3865f615bed576786%7C0%7C0%7C637685558274256683%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=g4qo4Z%2FecRAxekiYln%2FIDztR7H99HKaOh%2B8xhFZ0zh0%3D&reserved=0)

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