



**NEAR NORTH PALLIATIVE CARE NETWORK**  
2025 Main Street West, North Bay, Ontario, P1B 2X6  
Phone: (705) 497-9239 1-800-287-9441  
Fax: (705) 497-1039  
E-mail: [office@nnpcn.com](mailto:office@nnpcn.com)  
Website: [www.nnpcn.com](http://www.nnpcn.com)

Supported by: / Financé par :



|                   |  |
|-------------------|--|
| <b>Job title</b>  | <i>NNPCN Volunteer Coordinator</i>               |
| <b>Reports to</b> | <i>Chair of the Board and Executive Director</i> |

### Job purpose

The Volunteer Coordinator will mainly be responsible for all administrative aspects, support and oversight of recruitment, screening, training, admission, evaluation and ongoing engagement of volunteers in all programs of NNPCN, mainly palliative and bereavement programs.

The Volunteer Coordinator will also assist with: general office duties, and providing support to programming and fundraising activities. The Volunteer Coordinator reports to the Executive Director and/or designate.

### Duties and responsibilities<sup>1</sup>

#### ***Executive Director Support***

- To constantly brief and update the Executive Director of all relevant actions taken or that need to be taken; needs and issues related to client services, volunteer training and management, and community issues as they happen; important issues related to policies and procedures; changes in the health care palliative care, bereavement, and care for the caregiver environment, new laws, policies and procedures.
- In common with the Executive Director, to assess relevant information, analyze and decide on the proper course of action that needs to be taken in any new issues, needs, changes, action and activities as they happen.
- To be aware and familiar with the directions set to the organization by the Executive Director. To consult with the Executive Director in any issues or decision making that can affect the current directions of the organization.
- To ensure that due diligence, proper procedure, professional code of conduct and chain of command are complied with and reinforced in all relations with governance, staff, clients, volunteers, donors, suppliers, health care partners, and any other stakeholders of NNPCN.

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1995 April 01

Charitable Organization. B.N. : 892020884RR0001. Registration Date :

**Volunteer Coordinator Job Description - 2/26/2018**



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### **Client and Volunteer Support**

- To receive and process Infoanywhere database and hard files of new Client Referrals and prospective Volunteer Applications;
- To arrange for the initial assessment of community clients for volunteer support;
- Whenever necessary, to assess in person the environmental conditions and safety of the home/dwelling of the palliative care or bereavement clients. To advise the Executive Director of any potential risks for the client, volunteer and NNPCN. When deemed necessary, request the Executive Director to be also present to the visit.
- To match volunteers with clients;
- To keep clients and volunteers' Infoanywhere and hard files updated; to close and/or reopen clients' files; to archive files of past fiscal years;
- To maintain statistical data for quarterly reports submission to Ministry of Health;
- To organize wait lists of bereavement clients for individual and group sessions.
- To schedule bereavement individual and group sessions and other support groups as necessary;
- To contact clients and volunteers to schedule, cancel and/or re-schedule sessions, visits, training activities and/or meetings;
- To organize and schedule training sessions, activities and workshops, as well as the continuing education of volunteers;
- To initiate the Application process of prospective volunteers; to create their new Infoanywhere and hard files. To monitor the progress of the Application process and make sure that the prospective volunteer met all requirement and provided all requested documentation. To phone the references of prospective volunteers;
- To register prospective volunteers for the HPCO online training and face-to-face training modules. To monitor their progress. To issue certificates of completion of training to graduate prospective volunteers.
- To keep training attendance rosters of face-to-face training sessions, workshops, volunteer meetings and other activities that require registration of attendance;
- To recruit, schedule and organize volunteer activities;
- To ensure ongoing engagement with, advocacy for, and support to volunteers;
- To maintain a constant open line of communication with volunteers, clients, caregivers and family members. To ensure a high level of care and compassion is provided.

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- Plan network or community events to increase the profile of the hospice to facilitate volunteer recruitment.
- To recruit, train, manage and monitor Interns and Volunteers to help with all the tasks above.

### Administrative and Fundraising Support

- To complete necessary documents according to policy and procedures
- To assist with general office coordination, including oversight of administrative functions, reception, computer management and maintenance, office supplies, maintenance of filing systems and computer data base.
- To help update and maintain website and social media as directed.
- To provide program support such as, but not limited to, monthly mailings, team meetings minutes, advertising, volunteer recruitment, and other program support.
- To upkeep donor database, and issue tax receipts.
- To send letters to clients and volunteers, such as, but not limited to, re-contact or no-contact letters to clients; letters of appeal, thank you and/or acknowledgement letters to donors.
- To assist in the coordination of fundraising campaigns, initiatives and events, as required (some of which may be after hours).
- To support the Executive Director and Board of Directors with the preparation and timely distribution of information for Board meetings and AGM.
- To communicate with Board members (via telephone, e-mail, etc.) as directed and completes related follow-up.
- To ensure efficient logistics for Board meetings. To ensure Board signatures are obtained promptly as required.
- To keep contact lists updated.
- To sort mail (internal and external) regularly, to screen correspondence and to highlight critical aspects or required actions for the attention of the Executive Director. To identify and promptly follow up on delivery of documents.
- To handle inquiries and requests from volunteers, other organizations, members of the public, funding partners, government agencies, elected officials, Board and Committee members, etc.
- To recruit, train, manage and monitor Interns and Volunteers to help with all the tasks above.

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## Qualifications

- Experience in Palliative Care Services
- Have a background in Volunteer management
- Maintain a valid 'G' license and have transportation
- A Bachelor's degree in a relevant field or equivalent combination of education and relevant experience,
- 2-5 years' experience working with volunteers
- Outstanding interpersonal skills
- Excellent organizational and communication skills
- Strong conflict resolution skills
- Proficient with Microsoft Office & database management (experience with Hospice Info Anywhere is considered an asset)
- Able to work effectively in a team setting
- Creative energy and initiative
- French considered an asset

## Working conditions

- Must have own transportation (or ability to travel independently) as travel is required throughout the year
- Must be available to work a mix of hours including evening and weekends. When working in occasional special events during the evenings and weekends, these hours count as work hours. The employee has flex time to even out the employee's workload of 14 hours/week.
- Must be available to work out of the North Bay office.
- The NNPCN is a safe, equal-opportunity, harassment-free work environment, which offers staff and volunteers ongoing support and encourages ongoing self-care.
- NNPCN works with best practices of investing in the well-being of staff and volunteers.
- Hospice Staff and Volunteers are routinely exposed to end of life, traumatic experiences by witnessing death of their client, and to traumatic narratives from caregivers and bereaved clients.
- NNPCN trains and educates staff and volunteers to be mindful of their own limits and well-being, and to their responsibility of protecting themselves from shock, trauma, vicarious trauma, compassion burnout, and disorders such as PTSD.

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- Staff and Volunteers at NNPCN are encouraged to fill the PROQOL (compassion burn-out self-scoring scale) frequently, and to warn the Executive Director, Volunteer Coordinator or designate immediately after they witness a shocking situation, listen to a shocking narrative, or feel unsettled by a situation.
- Staff and Volunteers at NNPCN have the right to accept or not to accept a client. Staff and Volunteers at NNPCN have the right to conscientious objection. Staff and Volunteers have the right to ask the office to find another volunteer to help a client, and to step back from a case, when they feel that serving that client is compromising their own well-being.
- Staff and Volunteers at NNPCN have the right to remain with a client, providing administrative palliative care, and/or bereavement services to the last moment of their natural lives or the day before hastened death, provided that palliative care and comfort measures are required by the client, and the Staff and/or Volunteer expresses being ready and willing to follow the case and/or remain with their client.
- Staff and Volunteers have the right to opt out from a client in case a client, caregiver, or client's family member requests Staff or Volunteer to: conduct any legal, commercial, or personal transactions; sign documents; lend or borrow money on behalf of the client; become a Beneficiary, POA, or Executor of the client's last will and testament; accompany the client to any medical, MAiD, surgical, and/or other palliative care procedures; drive the client in the Staff or Volunteer's car; adopt a client's child; marry a client In Extremis; be a witness at court/police procedures; or any other unforeseen supports beyond the scope of Roles and Responsibilities of an NNPCN Staff or Visiting Hospice Volunteer.
- In case the Staff or Volunteer decides to help an NNPCN client or caregiver as a private citizen and friend, on their own free choice and will, they will step back from handling the case as NNPCN Staff or Volunteer.
- Staff and Volunteers who step back from a case are requested to give notice well in advance to the Executive Director and the Office, so that the Office has operational time to pair up the client with another volunteer and/or close the client's file when applicable.
- NNPCN will take all measures possible to protect and enhance the psychosocial well-being of their Staff and Volunteers, by providing training and education for self-care, free access to NNPCN Adult Day Program activities, Volunteer Investment sessions, grief sessions, protective, safe and fair policies and procedures, and more.

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- NNPCN will make all efforts to ensure that the client's dwelling is safe and free from hazards, prior to the volunteer attending.
- NNPCN coverage is 7 days a week, 24 hours a day, when possible. Flexible hours of availability are greatly appreciated.

## Compensation

- Travel reimbursement at .42 cents per KM

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|--------------------------|---|
| <b>Approved by:</b>      | <i>NNPCN Board and Executive Director</i> |
| <b>Date approved:</b>    | <i>July 13, 2017</i>                      |
| <b>Next Review Date:</b> | <i>February 26, 2018</i>                  |
| <b>Reviewed:</b>         | <i>NNPCN Board and Executive Director</i> |

<sup>i</sup> All duties and responsibilities are subject to change, at a moment's notice, provided that there are changing operational and service demands.

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