



## POSITION DESCRIPTION

**POSITION TITLE:** Volunteer Coordinator                      **DEPARTMENT:** Recreation  
**CLASSIFICATION:** Activity/Recreation Worker              **APPROVED BY:** Recreation Director  
**UNION:** CUPE Community Support                      **DATE APPROVED:** July 15, 2015

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Recreation Director  
**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

The primary purpose of this position is to coordinate, recruit, orientate and schedule the volunteer program in accordance with the Resident Bill of Rights (1994) and the facility and regional established policies and procedures, to assure that a viable and successful volunteer program is maintained at all times.

The incumbent will exercise the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

#### TO THE CLIENT

- Organizes, plans, develops and schedules programs in order to promote an environment conducive to the attainment of the client in compliance with the Resident Bill of Rights.
- Works with the Recreation Director, the clients, other staff, in the scheduling of volunteers to meet the individual tasks or activities.
- Assists in the establishing and maintaining the volunteer program.
- Organizes and maintains the pastoral visitors program.
- Organizes and maintains the junior volunteer programs and school programs.
- Supervises/monitors work of volunteers to ensure compliance of requests and established procedures.

- Maintains harmonious relationships with other team members.
- Maintains a safe orderly work area.

#### TO THE VOLUNTEERS

- Ensures volunteers are knowledgeable and prepared.
- Ensures volunteers are properly acknowledged.

#### TO THE RECREATION DIRECTOR

- Receives and implements duties and assignments as directed.
- Keeps appropriate records and makes reports.
- Observes and reports areas of concern and improvement.
- Maintains clean and tidy appearance.
- Performs other duties as necessary or as assigned by the Recreation Director or Director of Health Services.

#### TO OTHER DEPARTMENTS

- Works harmoniously with other departments/staff.
- Provides information to the Business Office when applicable.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

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RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

#### **PERFORMANCE MEASUREMENTS**

1. To be defined.

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#### **QUALIFICATIONS**

##### **EDUCATION/CERTIFICATION:**

- Recreation Facilitator for Older Adults Certificate.
- Current certification in cardio-pulmonary resuscitation (CPR).

##### **REQUIRED KNOWLEDGE:**

- Familiarity with health care type organizations, functions of departments and duties performed by volunteers.
- Familiarity with activity programs and be able to coordinate with activities personnel.
- Knowledge of volunteer practices, procedures and guidelines pertaining to health care facilities.
- Proficiency in Microsoft Office Applications (specifically Excel, Word, PowerPoint) and Outlook.

**SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Demonstrated leadership abilities.
  - Possesses strong computer skills.
  - Demonstrated ability to deal tactfully with clients and staff.
  - Demonstrated ability to resolve problems that arise such as mistakes, costly waste of supplies, misuse of equipment, settling personnel grievances, etc.
  - Demonstrated ability to seek out new methods and principles and be willing to incorporate them into existing volunteer program practices.
  - Demonstrated ability to preserve the dignity and self-image of the client in their presence, regardless of their condition.
  - Given the cultural diversity of our region, the ability to respect and promote a cultural diverse population is required.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
  - Demonstrated ability to meet the physical and mental demands of the job.
  - Good work and attendance record.
  - Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
  - All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
  - Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.
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**WORK CONDITIONS:**

- No hazardous or significantly unpleasant conditions.
  - May work occasionally evenings and weekends as necessary.
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**SALARY SCALE:**

As per CUPE Community Support Collective Agreement Salary Scale.

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*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*