

Manager of Volunteers Job Description

Job Title – Manager of Volunteers	Reports to: Chief Operating Officer
Job Code-	Overtime Status: X_ Exempt (not eligible)_ Non-Exempt(eligible)
Department – Volunteers	Prepared by: _____ Date: _____
Facility -	Approved by: _____ Date: _____
<p>Job Summary The incumbent will be responsible for the volunteers of the hospital. The incumbent provides leadership, direction, coordination, and administration to the Volunteer department. The incumbent will carry-out her/his duties by adhering to the highest standards of ethical and moral conduct, acts in the best interest of XXX Hospital, and fully supports the mission, vision, and values of XXX Hospital. The incumbent will have knowledge of health care systems, and have demonstrated ability to interact, relate to, work with, and support the activities of a diverse workforce.</p>	
<p>Supervises</p> <ul style="list-style-type: none"> • Volunteers 	
<p>Primary Responsibilities</p> <ul style="list-style-type: none"> • Serves as a liaison between patients, their families, and staff members in meeting patient requests, issues, complaints, needs, and compliments • Collaborates with HR Manager during interview process of volunteers • Trains new volunteers • Prepares volunteer schedule • Assists with staff reception areas and gift shops • Completes office work as needed • Completes and delivers yearly performance reviews of volunteer staff 	
<p>Other Responsibilities</p> <ul style="list-style-type: none"> • Attends staff meetings • Facilitates volunteer meetings • Attends senior staff meetings 	
<p>Education/Certifications/Licenses</p> <ul style="list-style-type: none"> • High School Diploma or GED equivalent • Bachelor's degree preferred • CPR certified • Certified Administrator of Volunteer Services (CAVS) 	
<p>Experience</p> <ul style="list-style-type: none"> • Required - 3 years of volunteer experience • Preferred - 3 years of volunteer experience in health care environment 	
<p>Special Skills/ Equipment</p> <ul style="list-style-type: none"> • Smiles, humor, card and magic tricks are a plus • Bilingual in Arabic, ASL, Cantonese, Hindi, Japanese, Korean, Mandarin, Polish, Russian, Spanish, or Vietnamese preferred 	
<p>Contacts</p> <p>Internal patients, providers, staff, and volunteers</p> <p>External patients and providers</p>	
<p>Physical, Mental Demands/Working Environment <i>Note: Reasonable accommodations may be made for individuals with disabilities to perform essential functions of this position.</i></p>	

Manager of Volunteers Job Description continued

General Activity	Number of Hours				
	None	1-2	2-4	4-6	6-8
Drive	X				
Sit		X			
Stand				X	
Walk			X		
Motion	Up to 1/3 of shift		1/3 or more of shift		
	Bend	X			
	Squat	X			
	Crawl				
	Climb				
	Reach	X			
	Lift	X			
	Carry	X			
	Push	X			
	Pull	X			
	Twist	X			
Turn	X				
Use of Hands and Feet	Gross Motor Function		Precise Motor Function		
	Right Hand			X	
	Left Hand			X	
	Right Foot	X			
Left Foot	X				
Weight Lifted/Force Exerted	Up to 1/3 of shift		1/3 or more of shift		
	Up to 10 pounds				
	Up to 25 pounds				
	Up to 50 Pounds	X			
	Up to 100 pounds				
More than 100 pounds					
Body Fluid Exposure	No		Yes <u>XXX</u>		
Mental Demands	YES		YES		
	Attention Span	X	Memory		X
	Concentration	X	Patience		X
	Conceptualization	X	Problem Solving		X
Influence People	X	Relate to Others		X	
Working Environment	YES		YES		
	Indoor	X	Loud Noise		X
	Outdoor		Fumes		
	High Temperatures		Confined Areas		X
Low Temperatures		Radiation Area		X	

List any other physical requirements: [type here]

Disclaimer

NAME OF HOSPITAL GOES HERE does not discriminate on the basis of race, color, religion, sex, sexual orientation, age, national origin, marital status, citizenship, physical or mental disability, or veteran status.

The above job description is intended to describe the general nature and level of work being performed by people assigned to this job. The list is not intended to be an all-exhaustive list of responsibilities and duties required and may include other duties as assigned.

I have read the above position and understand the provisions and intent thereof. I agree that I shall perform said duties to the fullest intent to the mutual interest of the hospital and myself.

Employee-Print Name and Date

Employee Signature

Supervisor-Print Name and Date

Supervisor Signature