Manager of Client Services Job Description

Hours of Work*:*

- 35 hours/week (Mon-Fri 7.0 hours/day)
- Evening or weekend work may be required depending on operational needs

This position works cohesively with the Client Care and Education Support Manager and Administrative Co-ordinator and reports directly to the Executive Director.

Business Description:
West Niagara Palliative Care Services is a community-based volunteer organization providing hospice support to families dealing with a life limiting or progressive conditions in the West Niagara region. Our service area includes Grimsby, Beamsville, Lincoln and West Lincoln. Professionally trained Volunteers provide support in the home, hospital or long-term care facility. Referrals are acknowledged within 24hrs; clients are matched with an available volunteer as soon as possible. As a Charitable Organization, West Niagara Palliative Care Services o/a Rose Cottage Visiting Volunteers (RCVV) is partially supported by Ontario Health (West), donors and community partners including the United Way of Niagara.

Key Accountabilities:

- Recruitment, Training, management and support for all volunteers.
- Initial intake of new client referrals; work with Client Care and Education Support Manager or designate to assess client needs and home environment.
- Maintain volunteer records using Information Anywhere (IA) software.
- Volunteer matching with clients, in conjunction with other team members as appropriate.
- Ongoing follow-up and annual review of all volunteers to ensure high service quality.
- Arrange bi-monthly volunteer gatherings for social and educational purposes.
- Lead the monthly care package delivery program with team assistance.
- Provide statistical reports as required for the Executive Director.
- Present to the public on the organization's programs as required.
- Participate in Accreditation cycle process for the organization as it relates to their role.

Major Activities:

Volunteers:

- Create and follow an annual recruitment plan
- Create print literature and materials to support recruitment needs
- Establish relationships with volunteers and other organizations that support volunteer recruitment
- Represent Rose Cottage Visiting Volunteers on volunteer interest groups through Hospice Palliative Care Ontario, or other volunteer organizations
- Recruit and screen potential volunteers and complete:
    - Interviews and reference checks
    - Request and receive vulnerable sector Police Check
- Coordinate Training Programs (e.g. HPCO, AODA, Health and Safety) with the Client Care and Education Support Manager. Participate in the training program as required. At the conclusion of the training, conduct an orientation session, ensuring all volunteers fully understand the requirements and boundaries of their role as set out in the Volunteer Manual.
- Provide effective management, support and guidance to all volunteers. Conduct performance reviews with volunteers annually.
- Maintain up to date files on volunteer information (insurance and Drivers' license, confidentiality form and job description).
- Maintain complete and thorough records, through our information management data base, for all Volunteers in accordance with Policy and Procedures Manual, and provide monthly stats to the ED for Board reporting.
- Review InfoAnywhere (IA volunteer database) records on a monthly basis to ensure volunteers have accurately submitted their visits. Follow up with volunteers if there appears to be a discrepancy.
- Coordinate and host volunteer appreciation events with other members of the team as scheduled.

Clients and families:

- Contact potential new clients within 24 hours of the referral and liaise with the Client Care and Education Support Manager so an assessment may be completed as soon as possible. Match clients with the most appropriate volunteer, accompany volunteers to first visit and follow up with the volunteer following their first visit with their client.
- Manage redeployment of volunteers if a client match is unsuitable for either party.
- Maintain all Volunteer Records as required; provide monthly stats to the ED for Board reporting.
- Lead the caregiver connection support group as required.

Bereavement Support:

- Conduct a review with the volunteer following the death of their client.
- Connect with client's family to make them aware of RCVV bereavement services (individual or in a group setting) and help facilitate supports as needed.
- Promote community bereavement programs as required.

Promotion of the Organization:

- Conduct information sessions for community organizations to promote the services of Rose Cottage Visiting Volunteers, and recruit volunteers.
- Coordinate volunteers to assist at community events.
- Assist in coordination and participate in fundraising events as required.

Other:

- Run statistical reports from InfoAnywhere system to satisfy reporting requirements of Ontario Health West or at the request of the Executive Director
- Contribute to the organization website/social media channels; receive training on WordPress along with other team members to ensure timely changes to website.
- Adjust work schedule to work evenings and weekends in accordance with the requirements of the organization (e.g. fundraising, Annual General Meeting)
- Participate in other organizational events as requested (i.e. Annual General Meeting, fundraising events) and other meetings (internal and external) as requested.
- Participate in on-going professional education and development as required
- Must be willing to complete Hospice Palliative Care Ontario training program (online).
- Must be willing to complete Gentle Persuasion dementia education and participate in other educational activities related to the position.
    - Expenses for education are funded by Rose Cottage Visiting Volunteers.
- Possess their own car to attend client assessments and other business of the organization on demand; submit a monthly mileage report for reimbursement.

Special Conditions:

- Cover the duties related to processing donations in the absence of the Program Assistant and as required.
- Other duties as assigned in response to changing operational requirements

Qualifications:

- Community College Volunteer Management Certificate or equivalent; a minimum of 3 years' experience in volunteer management, or a combination of education and experience that is commiserate with the position.
- Palliative Care knowledge and experience considered an asset.
- Knowledge of principles of client and volunteer confidentiality and the related legislation.
- Excellent verbal and written communication skills.
- Demonstrated professional behaviour that promotes team cohesion.
- Demonstrated ability to adapt to new situations.
- Demonstrated emotional intelligence (EI), compassion, and ability to self-regulate.
- Ability to carry out public speaking to community and volunteer groups as required in the role.
- Strong computer skills including fluency with MS Word, Excel, PowerPoint.

- Proficient computer skills to learn the specifics of the volunteer database; to be able to collect, track, document and analyze data with the Executive Director.
- Demonstrate excellent management and organizational skills in documentation and records management.

Remuneration:
$24.00/hour during probationary period

Apply: Lhulley@rosecottagevolunteers.com