



Rose Cottage Visiting Volunteers, Manager of Client Services

- Full Time (35 hours/week)
- Location: West Niagara region

Looking to make a difference? Join our team as Manager of Client Services. Rose Cottage Visiting Volunteers celebrates 40 years in 2025 serving clients and their caregivers in West Niagara living with a life limiting illness.

Key Accountabilities/Activities:

- Recruitment, Training, management and support for all volunteers.
- Initial intake of new client referrals; work with Client Services 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 quality of service is of the highest caliber.
- 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.

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.

Other

- Must be willing to complete Hospice Palliative Care Ontario training program (online).
- Must be willing to complete Gentle Persuasion education (online) and participate in other educational activities related to the position. Expenses for education are paid for 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.
- Evening or weekend work may be required from time to time depending on operational needs (e.g. fundraising activities).
- Flexible remote working arrangements can be considered (up to 20% of work week) can be explored the discretion of the Executive Director after successful probationary period.

Please apply with cover letter, resume and a minimum of three references to Lhulley@rosecottagevolunteers.com