



Hospice Miramichi Inc. (HMI) seeks to raise the awareness of the unique needs of those living with life threatening illnesses where cure is not an option and medications are no longer controlling the condition. Since 2011 HMI has been working within the Miramichi region to provide practical care and support for clients and families in their homes, in nursing homes, hospitals and special care homes.

Our staff and volunteers are trained to provide practical and emotional support during the end stages of life and through the grieving process.

Hospice Miramichi is the only hospice in New Brunswick to offer day programs to those living with life threatening illnesses

Our hospice services will expand to residential palliative care in early 2021 when construction of a new facility is complete.

Due to our growth and expansion, we are calling for interest in the following position:

Client & Volunteer Services Co-ordinator

LOCATION

Hospice Miramichi Inc. is located in Miramichi, New Brunswick. This position will be based out of our temporary office at 50 Airport Drive, Miramichi, NB, until such time that our new facility is operational.

JOB SUMMARY

Reporting directly to the Executive Director and in accordance with Hospice Miramichi Inc. strategic plans and policies, the Client & Volunteer Services Coordinator is responsible for coordinating the day hospice program, over-seeing operations at the Hospice Shoppe and administering volunteer human resource services. The Client & Volunteer Services Coordinator plays a significant role as an ambassador for the organization. This is a new, full-time position (37.5 hours/week).

JOB DESCRIPTION

Coordinating Day Hospice program

In coordination with the Manager of Health Care Services, plans, organizes, and co-ordinates the day hospice program.

- Following/implementing policies and practices
- Managing communications with participants, volunteers, and event leaders
- Maintaining budget and track expenses
- Ordering Supplies
- Keeping updated records
- Preparing reports
- Liaising with other community agencies and associations to expand awareness of the program and form partnerships
- Performing other duties as assigned by the Executive Director

Over-seeing operations at Hospice Shoppe

To oversee the daily operations of the Hospice Shoppe, by:

- Organizing all store operations and allocating budgets as well as other responsibilities to staff
- Training, supervising and guiding volunteer staff towards maximum performance
- Preparing and controlling the store's budget aiming for minimum expenditure and maximum efficiency
- Accepting donations from the public and responsibly and accurately handling donations related to store's operation
- Inspecting the areas in the store and resolve any issues that might arise
- Planning and overseeing in-store promotional events or displays, and advertising and promotion
- Ensuring the store fulfils all health and safety guidelines
- Demonstrating and promoting superior customer service; leading by example and expecting the highest level of customer service from all volunteers
- Handling staff/customer/donor complaints in a fair and impartial manner
- Preparing financial and other reports
- Performing other duties as assigned by the Executive Director

Administering volunteer human resource services

To provide continuous support to a team of volunteers by:

- Working collaboratively with staff that require volunteer human resources
- Recruiting groups of volunteers to ensure the best match between the skills, qualifications, and interest in hospice palliative care
- Providing orientation to volunteers, training and evaluating volunteers
- Taking measures to assist volunteers in their work
- Providing volunteers with support and ensuring that volunteers can work effectively and safely
- Assigning volunteers appropriate tasks based on their experience and preferences
- Providing volunteers with a clear description of their tasks, responsibilities, and duties
- Providing volunteers support, training, and guidance from competent people

- Treating volunteers as full-fledged team members rather than just free labor
- Recognizing volunteers in tangible ways by planning and implementing formal and informal volunteer recognition activities to recognize the contribution of volunteers
- Being attentive to volunteers and encourage them to take part in the planning and development of new projects
- Encouraging volunteers to make suggestions
- Clearly explaining each party's legal responsibilities
- Developing a code of ethics and policies for approval by the Board of Directors
- Maintaining accurate statistics and preparing reports
- Performing other duties as assigned by the Executive Director

QUALIFICATIONS

Combination of education and experience in administrative duties plus strong abilities to work with volunteers and staff as well as other community partners.

Knowledge of processes that demonstrate fiscal responsibility and able to manage those processes.

Demonstrates a positive outlook while working with others and can work flexibly in a changing environment. Awareness of issues and concerns regarding volunteer workforces will be an asset.

Have abilities/knowledge/experience/education in areas dealing with retail sales and marketing,

Demonstrated abilities to work independently and with flexible hours to complete tasks with deadlines.

Knowledge of the New Brunswick labor laws as well as experience with non-profits, including pertinent government regulations will be an asset.

Condition of employment includes a current Criminal Records Check suitable to our Board of Directors.

Salary will be based upon education, skills, knowledge, and experience of the successful candidate.

APPLICATION AT MINIMUM SHOULD CONTAIN:

- Cover letter
- Resume – citing education and a thorough description of relevant experience, qualifications, and skills
- References – the names and telephone numbers of three references, at least two of whom were your direct supervisor or equivalent.
- Other supporting documentation that you feel will support your application for this position. This documentation will not be returned.

Forward application as soon as possible to:

Ken MacDonald,

Chairman Human Resources Committee,

Hospice Miramichi Inc

Via e-mail HR @ hospicemiramichi.com

This posting will remain active until a suitable candidate has been found.

Thank you for your interest.

Only those candidates selected for an interview will be contacted.