

VOLUNTEER SERVICES COORDINATOR**NATURE OF WORK IN THIS CLASS**

Provides administrative direction to the Hospital's In-house Volunteer and Volunteen programs and activities. This position also coordinates the Hospital's administrative support for the auxiliary Guam Memorial Hospital Volunteers Association.

ILLUSTRATIVE EXAMPLES OF WORK (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Receives and evaluates applications for individuals who are requesting to volunteer in any of the hospital areas.

Ensures that all volunteers meet the health criteria to be working in patient care areas by coordinating a physical examination with Employee Health Services.

Coordinates with the appropriate department head on the placement of volunteers in their respective work areas.

Provides orientation to volunteer and volunteens on the program prior to their start of work.

Monitors, directs and keeps records of the attendance and activities of all volunteers and/or volunteens.

Coordinates with the work area supervisor/manager, the evaluation of all volunteers and/or volunteens.

Maintains the records of evaluations as a means to assess the continuing participation of the individual in the program.

Makes regular rounds on all patient care areas or other work areas where volunteers and/or volunteens may be assigned in order to ensure that any concerns that develop are addressed.

Prepares a monthly report of all volunteer and volunteen activities for presentation to the Hospital Administrator and the Executive Management Council.

Fulfills the administrative liaison/coordinator between Hospital Management and Operations and the Guam Memorial Hospital Volunteers Association.

Coordinates the orientation on applicable Hospital policies and procedures to the members of the Guam Memorial Hospital Volunteers Association.

Develops policies and procedures related to the In-house Volunteer Program and for the Guam Memorial Hospital Volunteers in conjunction with their officers and members.

Establishes and maintains information booth services using volunteers to staff this function.

Participates in the Hospital-wide Quality program. Prepares and provides reports as required.

Prepares and maintains the annual budget for the program.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of Hospital administrative policies and procedures.

Knowledge of general Hospital operations and in particular, the requirements of departments with respect to their operations.

Knowledge of modern principles, practices and techniques of public administration.

Ability to plan and administer the Hospital's In-house Volunteer and Volunteer program.

Ability to interpret, apply and make decisions in accordance with pertinent laws, policies, procedures and other program guidelines.

Ability to make sound judgments required.

Ability to organize and set priorities.

Ability to work and communicate effectively with employees and the public.

Ability to maintain records and prepare reports.

Ability to maintain strict confidentiality according to hospital policy in all sensitive matters.

MINIMUM EXPERIENCE AND TRAINING

- A) Two (2) years of responsible experience working with hospital's volunteer program or related work; and graduation from a recognized college or university with a Bachelor's degree in public or business administration; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: September 1994
PAY GRADE: M



ELOY P. HARA
Executive Director
Civil Service Commission