**Job Family:** Patient Support Services  
**Job Function:** Volunteer Services  
**Category:** Professional  

**Job Summary:** Involves planning, organizing, and supervising volunteers and volunteer programs. Coordinates a broad variety of programs and services enhancing the patient, family, and visitor experience. Provides operational and functional support to departments, such as volunteer recruitment, orientation and supervision. Continually supports the expansion of innovative volunteer programs.

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**Generic Scope**

Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.

Professional who applies acquired job skills, policies, and procedures to complete substantive assignments / projects / tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.

Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.

Technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues / problems without precedent and / or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.

Recognized organization-wide expert. Has significant impact and influence on organizational policy and program development. Regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure. May direct programs with organization-wide impact that include formulating strategies and administering policies, processes, and resources. Significant barriers to entry exist at this level.

**Custom Scope**

Functions as a lead and resource for volunteers. Makes recommendations and takes actions to improve and expand services and programs.

Coordinates a variety of programs and services enhancing the patient, family, and visitor experiences.

Responds to requests / concerns from staff, patients, families, and visitors.

Proposes new programs or services and changes to processes and procedures.

Recommends changes to staffing based on needs across the medical center or health system. Monitors to ensure volunteers are adequately trained for assignments.

Assists with general Volunteer Service orientations and informational sessions.

Ensures proper maintenance of required compliance volunteer.
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- Supports recruitment, orientation, training, scheduling, and placement of volunteers across the medical center or health system.
- Coaches and mentors volunteers. Functions as a resource on challenging or complex issues.

Education 1
- Bachelor’s degree in related area and/or equivalent experience/training.
Job Family | Patient Support Services
---|---
Job Function | Volunteer Services HC
Category | Professional

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Job Level | Entry | Intermediate | Experienced | Advanced | Expert
---|---|---|---|---|---
Spec Cond 4 | | | | | 

KSA 01
Advanced knowledge in volunteer services and industry best practices.

KSA 02
Knowledge of relevant internal policies and external regulations.

KSA 03
Leadership and organizational skills to mentor and advise volunteers.

KSA 04
Project management skills to lead a team, prioritize personal and team tasks and see projects through from inception to completion on schedule. Demonstrates adaptability and flexibility to effectively handle change.

KSA 05
Interpersonal skills to work collaboratively, coordinate and integrate with others throughout the organization. Maintains rapport and professional relationships with volunteers, peers, patients, multidisciplinary team members, management.

KSA 06
Advanced analytical abilities and problem solving skills to quickly evaluate complex issues, identify options for resolution, and apply sound judgement.

KSA 07
Verbal and written communication skills to effectively communicate through all mediums and with all groups. Ability to listen actively, understand varying viewpoints and receive feedback.

KSA 08
Ability to perform all commonly applicable functions in word processing and spreadsheet software.

KSA 09

KSA 10

KSA 11

KSA 12

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Last Revised: 26 February 2018
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**Career Path 1**  
Volunteer Svc Supv 1

**Career Path 2**  
Volunteer Svc Mgr 1

**Environment**  
Health care (hospital, clinical, classroom setting or similar environment as the role requires).