

## **Coordinator of Volunteers** (Part-Time, Permanent)

Aurora, ON | 28 hours/week | \$27-\$35/hour

### **Our Vision**

A community where no one journeys alone through illness or grief.

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### **Why Join Hope House**

At Hope House Community Hospice, volunteers are at the heart of everything we do. As Coordinator of Volunteers, you will play a vital role in building meaningful volunteer experiences while supporting compassionate care for individuals and families facing illness and grief.

You'll be part of a close-knit, mission-driven team dedicated to making a difference every day.

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### **About the Role**

The Coordinator of Volunteers leads the full lifecycle of volunteer engagement—from recruitment and training to support and recognition—while contributing to programs and community initiatives.

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### **Key Responsibilities**

#### Volunteer Program Leadership

- Lead recruitment, screening, onboarding, and scheduling of volunteers
- Coordinate and deliver volunteer training (internal and external)
- Maintain and update volunteer manuals and orientation materials

#### Engagement & Retention

- Build strong relationships and maintain regular communication with volunteers

- Plan and implement recognition and appreciation initiatives
- Evaluate volunteer experience and satisfaction through feedback and surveys

#### Operations & Program Support

- Maintain volunteer database and ensure accurate reporting and monthly statistics
- Support hospice programs, fundraising efforts, and general office functions
- Supervise student placements in collaboration with program teams

#### Strategy & Community Engagement

- Develop and implement strategies to attract diverse volunteer candidates
  - Build relationships with community partners and volunteer networks
  - Ensure alignment with Hospice Palliative Care Ontario standards and the Canadian Code for Volunteer Involvement
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### **Qualifications**

- Post-secondary education in a related field or equivalent experience
  - Experience coordinating volunteers, teams or programs
  - Strong communication and relationship-building skills
  - Excellent organizational, time management, and problem-solving abilities
  - Proficiency with MS Office and database systems
  - Knowledge of hospice palliative care (asset)
  - Volunteer management certification (asset)
  - Valid driver's license and access to a vehicle
  - Flexibility to work occasional evenings and weekends
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### **How to Apply**

Submit your resume and cover letter to Heidi Bonner at [h.bonner@hopehousehospice.com](mailto:h.bonner@hopehousehospice.com)

Applications will be reviewed as received. We encourage early submission, as the posting will remain open until the position is filled.