

## ASSISTANT SUPERVISOR OF VOLUNTEERS - HOSPITALS

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, the incumbent of the class participates in the recruiting, training, scheduling and supervising of volunteers to supplement and enhance services provided to patients by salaried staff within established limits and guidelines. This involves a good deal of public contact, since the success of the program is dependent on the ability of the incumbent to attract members of the community willing to commit their services to the Hospital and promote support and understanding of its programs with the public. Close cooperative working relations must also be established with hospital administrators to insure the most effective use of the volunteers and to assist in any problem solving involved. Supervision is exercised over a large number of volunteer workers. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Promotes the need for volunteer service and recruits participation in hospital services through the media, women's clubs, church groups, and contacts with enrolled volunteers;

Receives phone calls and personal visits from candidates interested in volunteer service;

Interviews candidates to ascertain their aptitude and qualifications and classes them accordingly to insure the best utilization of their services;

Confers with Hospital Administrators as to types of assignments in which volunteers may be utilized to the full advantage;

Assigns volunteers and schedules their hours of service;

Conducts formal orientation for all volunteers;

Conducts tours and workshops for volunteers, and arranges for In-Service Nursing or on-the-job orientation;

Regularly observes volunteers at work and evaluates the effectiveness of their performance with area supervisor;

Maintains records of work performed by volunteers including evaluations and arranges for annual recognition of their service by Administration;

Plans and coordinates special entertainment and activities for patients with involved community groups;

Administers a Diversional Therapy Program for patients;

Handles contacts with community groups and conducts them on tours of the facility, explaining and interpreting the work of the Hospital;

Attends meetings and conferences as required;

EXAMPLES OF WORK: (Cont'd):

Performs related administrative duties to insure the effective operation of the program;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of interviewing techniques and methods of placement and training; knowledge of the internal organization and functioning of a hospital; knowledge of community civic agencies and volunteer activities; knowledge of administrative techniques and practices; knowledge of supervisory techniques; familiarity with the regulations and codes of the Joint Commission on the Accreditation of Hospitals (JCAHO) as relates to volunteers; ability to plan and coordinate the work of others; ability to communicate effectively, both orally and in writing; ability to use computer applications such as spreadsheets, word processing, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the duties of the position; initiative; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and six years of experience where the primary function of the position was secretarial, office management, and/or staff or administrative support, two of which must have been in a hospital or health care setting.

SUBSTITUTION: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to four years of the above stated experience. There is no substitution for the two years of experience in a hospital.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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J. C.: Competitive  
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Job Class Code: C0158  
Job Group: VIII