

## SUPERVISOR OF VOLUNTEERS (HOSPITALS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this class is responsible for the volunteer service program at the Westchester Medical Center. This entails recruiting, training, scheduling and supervising volunteers and developing programs that supplement and enhance services provided to patients by salaried staff within established limits and guidelines. This involves a good deal of public contact 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 relationships are established with hospital administrators to ensure the most effective use of volunteers. The incumbent performs administrative functions to ensure the effective operation of the program. Supervision is exercised over a small number of clerical support staff and a large number of volunteer workers. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Administers the volunteer service program and promotes participation in hospital services through the media, women's clubs, church groups, and contacts with enrolled volunteers;

Develops, implements and monitors new and existing volunteer programs to assist departments in providing quality services to patients;

Develops and implements policies, practices and procedures designed to meet program goals and ensure compliance with regulations and codes;

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 ensure the best utilization of their skills;

Confers with Hospital Administrators as to types of assignments in which volunteers may be utilized to 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 Training or on-the-job orientation;

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;

EXAMPLES OF WORK: (Cont'd)

Plans and coordinates special entertainment and activities for patients;

Makes presentations to the Hospital Auxiliary Board and to various administrators, as needed;

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

Attends meetings and conferences as required;

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: Good knowledge of interviewing techniques, methods of placement and training; good knowledge of hospital routine and administrative methods; good knowledge of program planning and supervisory techniques; knowledge of the regulations and codes of the Joint Commission on the Accreditation of Hospitals (JCAHO) as relates to volunteers; knowledge of the internal organization and functioning of a hospital; familiarity with community civic agencies and volunteer activities; ability to communicate effectively both orally and in writing; ability to work with and supervise others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; initiative; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and four years of administrative or administrative support experience in a hospital or healthcare facility, one in which the primary function of the position must have been performing administrative or administrative support functions for a volunteer program.

SUBSTITUTION: Satisfactory completion of 30 credits\* towards a Master's Degree\* in Business, Public or Health Administration, or closely related field, may be substituted for one year of the above stated experience, exclusive of the one year of specialized experience.

\*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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Job Class Code: C1094  
Job Group: XII