



Pacific Rim Hospice Society Volunteer Educator

Pacific Rim Hospice Society's (PRHS) Pacific Rim Better at Home Program (PRBH) is seeking a Volunteer Educator (VE) for an employment contract for approximately ten months. A competitive living wage is offered at \$25-\$30/hr.

The VE will be responsible for researching, training, educating and evaluating the Pacific Rim Better at Home Volunteer Program. The VE will have a collaborative leadership style that contributes to strong team and relationship building; excellent administrative skills, including organization and attention to detail; superior communication and the ability to deeply listen.

PRBH currently has a volunteer training program that is in need of updating in order to meet the needs of the Better at Home program. The VE will be responsible for:

- Researching volunteer training models.
- Expansion of the Better at Home volunteer training program and the viability of offering training in each community on the west coast in order to create circles of care in each community.
- Creation a volunteer training manual, based on our current one, as well as a facilitator's training guide.
- Researching, developing and implementing policies and procedures for volunteers.
- Developing a policies and procedures manual.
- Developing evaluation tools for the volunteer program.
- Co-facilitating a minimum of two volunteer trainings.

Volunteer Educator Job Description 2024

Job Summary

Reporting to the Executive Director, the Volunteer Educator (VE) plays a critical role in researching, training, educating and evaluating the Pacific Rim Better at Home Volunteer Program. The VE will have a collaborative leadership style that contributes to strong team and relationship building; excellent administrative skills, including organization and attention to detail; superior communication and the ability to deeply listen. PRBH currently has a volunteer training program that is in need of updating in order to meet the needs of the Better at Home program.



Volunteer Education

- Researching volunteer training models.
- Promote an engaged and active volunteer culture, grounded in communication, cultural safety, and clear processes and procedures
- Expansion of the Better at Home volunteer training program and the viability of offering training in each community on the west coast in order to create circles of care in each community.
- Support the development of a volunteer team that represents, respects and values diversity and inclusion
- Coordinate and facilitate volunteer support meetings, volunteer events, and volunteer professional development opportunities
- Monitor and assess volunteer engagement through regular communication
- Prepare and report on metrics related to the volunteer program
- Maintain the accuracy and confidentiality of volunteer information
- Embody and model core qualities of honesty, integrity, responsibility and confidentiality
- Demonstrate and follow all safety guidelines and procedures to support and ensure a safe work environment and support the overall safety of staff and volunteers
- Maintain a collaborative culture where ideas and creative thinking are welcome
- Mentor volunteers as appropriate to support excellence
- Creation a volunteer training manual, based on our current one and a facilitator's training guide.
- Researching, developing and implementing policies and procedures for volunteers.
- Developing a policies and procedures manual.
- Support the collaborative development and implementation of volunteer evaluations, identify opportunities to enhance volunteer capacity and capabilities
- Co-facilitating a minimum of two volunteer trainings.

General

- Attend monthly staff team meetings
- Submit reports for board meetings, Annual Report etc., as directed by supervisor.

Requirements

- Post-secondary degree in related field (preferably communications, human resources, social work and/or volunteer management) or equivalent in education and experience
- Valid BC Driver's License and access to use of a reliable vehicle with valid insurance
- Minimum of 3 years of related experience in volunteer management and/or human resources, preferably in non-profit or community services



- Proficient in the use of word processing, databases, spreadsheets, e-mail, social media, presentations, in particular Microsoft Office
- Demonstrated commitment to equity, diversity and inclusion

Competencies

- Excellent overall leadership, administrative skills with the ability to manage multiple priorities
- Exceptional interpersonal and communication skills, with a demonstrated ability to respect confidentiality and use discretion
- Sound decision-making, problem-solving, and conflict resolution skills
- Represent the PRHS/PRBH in a professional manner
- Demonstrated self awareness, with the ability to navigate personal assumptions, values, principles, strengths, and limitations
- Ability to carry out leadership role with integrity that reflects that same core values of PRHS/PRBH
- An understanding and acceptance of the PRHS's at Better at Home Program philosophies and values

Working Conditions

- Requires flexible availability to accommodate a work schedule that may include on-call services with reasonable notice. Travel inter-community is required.

Job is approx. 10-15 hours per week, flexible schedule. Starts in May, 2024 until March 31, 2025. Job may be extended based on funding.

Wage is \$25-30/hr.

To Apply

Please send your resume and cover letter Attn: Tarni Jacobsen, Executive Director, to executivedirector@pacificrimhospice.ca

We are an equal opportunity employer who encourages and supports a diverse and inclusive working environment. We promote a healthy, supportive and balanced workplace. We offer flexible work hours location and competitive living wages.

Applicants will be interviewed on an ongoing basis until a successful candidate is found. We appreciate your time and effort to apply for this position, however, not all candidates will be contacted.



About Pacific Rim Hospice Society and the Pacific Rim Better at Home Program:

With the generous support of our community, since 1994 Pacific Rim Hospice has a legacy of providing hospice palliative care across the region, including: Ahousaht, Area C – ACRD; Esowista, Hitacu, Hot Springs Cove, Macoah, Opitsaht, Tofino, Ty-histansis and Ucluelet. Its success is built on years of dedication and hard work from its staff, board, volunteers and community members. Our dedicated volunteers and staff provide care and compassionate psycho-social services to individuals at home, at the Tofino General Hospital and in community.

The mission of PRHS is to enhance the quality of life for individuals and families in the Pacific Rim region during illness, injury, death and grief through education and compassionate care.

Values provide a touchstone for grounding us in the many small and major situations that we encounter in life. Our values can help us respond in consistent, effective and meaningful ways. At PRHS, we believe that each of us has the right to die pain-free and with dignity, and that our loved ones and caregivers will receive the necessary support to allow us to do so. This spirit governs relationships among clients, families, staff, volunteers and those from the community with whom we serve. We also believe in the following values:

Client Focused Care and Service

The client is the centre of all activities and is entitled to individualized, compassionate quality care and service.

Personal Autonomy and Choice

We believe that individuals retain their rights to personal autonomy and choice, informed consent and established standards of care. It is understood that personal autonomy includes respect for the rights and safety of others.

Excellence and Innovation in Care and Service

We strive for excellence in care and innovation in programming.

Collaboration and Team Work

We believe that through collaborative interdisciplinary team process we continue to achieve the highest quality of care in all activities.

Trust, Honesty and Integrity

We believe that these are the values that guide our interactions with our clients, families, employees and volunteers.



Responsible Resource Management

We believe that effective and efficient use of available resources ensures that the Society's tradition of providing excellence in care will be sustained from the present into the future.

PRHS goals include ensuring that people with life-limiting illness have equitable access to quality end-of-life care in our community; supporting family members and caregivers as they care for their loved ones and come to terms with their impending loss; assisting the bereaved as they strive to go on living; educating and inspiring community members to fully appreciate those individuals and families who are experiencing end-of-life transitions; and community education to all adults about the importance of advance care planning.

The Pacific Rim Better at Home Program:

The Pacific Rim Better at Home Program offers non-medical home supports to elders/older adults (55 years and older) in order to keep them living in their homes more comfortably. It is available in ten west coast communities, to varying degrees, and may include the following:

- Friendly Visiting Program – older adults paired with a weekly volunteer visitor
- Light house cleaning
- Transportation to medical and health appointments – locally.
- Light yard work
- Help with groceries/pharmacy orders
- And more...