

JOB TITLE: Volunteer Coordinator

DEPARTMENT: Health and Human Services

JOB SUMMARY: Under the direct supervision of the Health and Human Services (HHS) Operations Manager II/Regional Long-Term Care Ombudsman, this position will be responsible for training volunteers for the Volunteer Ombudsman Program and for planning, scheduling, coordinating and overseeing the activities of persons who have been placed as volunteer representatives of the Program in their assigned multi-county regions.

JOB DUTIES: The following list is not exhaustive. Tasks will be varied and may be changed at the discretion of the Executive Director. They include but are not limited to the following:

- Responsible for all activities identified under the work plan for the Volunteer Ombudsman Program, to include the services identified in federal legislation:
 - Organize, coordinate, and manage the recruitment of volunteers
 - Implement training programs for all volunteers
 - Schedule and attend volunteer meetings
 - Recommend and develop ongoing volunteer utilization
 - Prepare a facility visit report on a quarterly basis
 - Prepare an annual report of the contribution of the volunteer program to the organization
 - Maintain accurate and timely records in accordance with policies of the state office and the regional program
 - Plan and conduct annual recognition events
 - Prepare monthly program newsletter for resident distribution
 - Compose monthly Volunteer Recruitment flyer and ensure posting to social media outlets
 - Promote Prime Ombudsman Program
- Responsible for ensuring Facility Coverage standards are adhered to, to include:
 - Establish and maintain a regular and ongoing presence of Ombudsman representative in skilled nursing facilities, and residential care facilities
 - Develop and maintain a current facility coverage plan outlining Ombudsman presence; the plan shall match the local area and needs
 - Document quarterly visits to each Skilled Nursing Facility (SNF) and Residential Care Facility (RCF) that are not in response to a complaint
 - Assist residents and their families in the development of family councils and participate in resident council meeting, as requested by residents
- Represent the volunteer ombudsman program through community outreach, education events and other opportunities
- Responsible for assisting with the performance of Regional Long-Term Care Ombudsman duties
- Perform other duties as assigned by the HHS Operations Manager II/Regional LTC Ombudsman