



220 Sherway Drive
Etobicoke, ON M9C 0A7

Phone: 416.626.0116
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POSITION

Manager, Volunteer Services & Community Engagement

ORGANIZATION

Dorothy Ley Hospice

LOCATION

Etobicoke, Ontario

About the Organization:

Dorothy Ley Hospice, ("DLH") offers both community and residential care to people living with a life-limiting illness or loss. Our goal is to enable individuals to live their life to the fullest in comfort, with dignity, meaning and hope. Our services, offered at no cost to the individual or their family members, address their physical, emotional, spiritual, and practical needs. Last year, Hospice staff and its more than 200 trained volunteers served over 2,500 individuals.

The Hospice has launched a new five-year strategic plan to build on the organization's successes to expand hospice services to meet the growing demand for hospice care.

About the Position:

The Manager, Volunteer Services & Community Engagement, will lead, manage, and oversee volunteer services, community outreach, and health and wellness initiatives. The role will ensure that program goals align with the organization's strategic priorities, mission, vision, and values.

This is a full-time onsite position requiring a standard 5 day workweek. Occasional evening and weekend duties, as assigned, which will include some on call coverage (approximately 5-7 times a year) .

info@dlhospice.org
dlhospice.org

Reporting to the Director, Fundraising & Communications, this role will also work closely with the Director of Community Programs & Quality.

Key Responsibilities

1. Volunteer Services Management - 60%

Lead, manage and oversee the coordination and administration of the volunteer services program including:

- Provide strategic direction and planning for volunteer services in collaboration with the Director of Community Programs & Quality and the Director of Development & Communications.
- Develop, monitor, and report on an annual Volunteer Services work plan.
- Plan and oversee volunteer recruitment and orientation processes, working with program staff to identify gaps and growth opportunities.
- Plan, oversee, and coordinate volunteer development, as well as ongoing education and training activities.
- Foster a culture of volunteer recognition and organize volunteer recognition and engagement events.
- Solicit feedback from volunteers, both informally and formally, to improve processes.
- Develop and maintain volunteer policies and procedures.
- Establish and maintain relationships with local organizations, schools, and businesses to expand the volunteer pool.
- Research and implement new ideas for volunteer services.
- Manage and provide direction to the Volunteer Coordinator.

Day Program and Wellness Services - 20%

- Provide strategic direction and planning for the Wellness Day Program and Wellness Services.
- Manage and guide the Day Program/Wellness Coordinator.
- Oversee the recruitment, orientation, and ongoing support of Wellness Volunteers.
- Educate DLH staff and volunteers on Wellness and Day Program and foster an environment that supports wellness services as part of holistic hospice care.
- Research and implement new ideas for the Day Program and Wellness Services.
- Ensure Wellness Volunteers adhere to best practice guidelines, safety protocols, and maintain current knowledge and skills in their practice.

2. Community Engagement - 10%

- Establish and oversee the implementation of a Community Engagement Plan.
- Collaborate with the Director of Community Programs & Quality to build relationships with community groups and agencies, promoting awareness of DLH services and programs.
- Lead the development and management of a team of Community Ambassador volunteers.
- Direct and oversee events such as wellness fairs and community outreach initiatives.
- Manage and provide direction to the Engagement Coordinator.

3. Quality and Data - 10%

For all 3 program areas above, the Manager will:

- Maintain up to date and accurate statistics.
- Contribute to quality improvement initiatives by identifying and addressing areas for improvement.
- Identify and implement best practices to maintain accreditation standards.

- Conduct educational needs assessments for Volunteer roles and plan ongoing learning opportunities.
- Conduct satisfaction surveys and develop actions plan based on feedback.

Position Requirements

- Bachelor's degree in a relevant field (e.g., Social Sciences, Community Engagement, or Health Sciences) or equivalent combination of education and experience.
- Minimum of 5 years of experience in volunteer management, program coordination, or community engagement, preferably in a healthcare or non-profit setting.
- Proven leadership skills, with experience supervising and motivating staff and volunteers.
- Strong knowledge of volunteer recruitment, training, retention strategies, and best practices.
- Understanding and experience working with Complementary therapies.
- Experience and understanding of group programming for socialization and activation.
- Experience working in a palliative setting preferred.
- Excellent organizational and project management skills, with the ability to manage multiple priorities and meet deadlines.
- Proficiency in data collection, analysis, and reporting to support program evaluation and quality improvement.
- Proficiency with Microsoft Office Suite and database management systems.
- Familiarity with accreditation standards and hospice care best practices is an asset.
- Flexibility to work outside traditional business hours as needed.
- A Police Vulnerable Sector Check is required as a condition of employment.



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How to Apply:

Interested candidates should submit in electronic format a cover letter and their resume, to Human Resources at Dorothy Ley Hospice hr@dlhospice.org. We appreciate all applications received; however, only those candidates selected for an interview will be contacted.

Deadline to apply : January 24, 2025

The Dorothy Ley Hospice is committed to building an inclusive environment and will provide accommodations in accordance with the AODA – Accessibility for Ontarians with Disabilities Act. Please indicate in your application any accommodations you will require throughout the recruitment process. Alternatively, please contact Edna Mbugua at 416-626-0116 extension 222.