

UW HEALTH JOB DESCRIPTION

VOLUNTEER SERVICES COORDINATOR

Job Code: 300023	FLSA Status: Non-Exempt	Mgt. Approval: Feldhausen/Auenson	Date: April 2022
Department: Volunteer Services/Child Life Services		HR Approval: K. Fleming	Date: April 2022

JOB SUMMARY

The Volunteer Services Coordinator is responsible for providing coordination and support of volunteer related activities for UW Health. Responsibilities include recruitment, selection, onboarding, ongoing compliance, support and recognition of volunteers.

The Volunteer Services Coordinator maintains effective communication and working relationships with hospital/clinic staff and the community to maximize utilization of volunteers and promote volunteer programs.

MAJOR RESPONSIBILITIES

- Participates in the interview, selection and orientation process for volunteers.
- Ensures volunteers meet annual requirements such as health screenings and required training.
- Evaluates volunteer positions, position descriptions, and trainings to assure they reflect current needs.
- Works closely with staff to ensure effective utilization of volunteers.
- Meets with leadership regularly to review volunteer programs and identify areas of improvement.
- Assists with defining, implementing and maintaining service standards and quality control procedures.
- Recommends and executes opportunities for internal and external recognition of volunteers.
- Utilizes the volunteer database to keep volunteer information current, prepare appropriate reports and conduct surveys to evaluate volunteer program operational performance.
- Provides hour verification or letter of recommendation to volunteers when requested.
- Participates in educational activities related to volunteer programs.
- Assists with design and delivery of applicable communication to internal and external constituents.
- Facilitates and participates in cross-functional performance improvement teams. Provides support for strategic and operational projects.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Bachelor's Degree in Communications, Human Resources, Business Administration, Healthcare, Education or related field
Work Experience	Minimum	One (1) year of customer service or administrative coordination experience
	Preferred	<ul style="list-style-type: none">• 2 years of experience coordinating activities or events• Experience working in a healthcare setting
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Ability to influence, lead by example, establish and maintain positive relationships. • Effective interpersonal and group facilitation skills, promoting teamwork and collaboration. • Demonstrated ability to prioritize and manage expectations in an environment of multiple stakeholders. • Exceptional oral/written communication skills. • Ability to independently research issues and make effective recommendations using critical thinking skills. • Effective analytical ability to solve complex problems and issues. • Demonstrated ability to work with a diverse group of people. • Track record demonstrating ability to function independently and as a team member, and consistently deliver quality outcomes. • General knowledge of the principles and practices of human resource management. • Excellent organizational skills and attention to detail. • Competent in using MS Outlook, Word, Excel, and PowerPoint.
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.