



## **Job Title: Director of Volunteer Services**

**Reports To: Executive Director**

**FLSA Status: Exempt**

**Schedule: Full Time**

### **SUMMARY**

Phoenixville Free Clinic is seeking a Director of Volunteer Services who has overall responsibility for the recruitment, assessment, training, and assignment of volunteers. The role involves matching interested candidates with volunteer opportunities that align with their skills and benefits the organization. The successful candidate closely coordinates the scheduling of volunteers with the staff to ensure smooth operations and optimal patient care. The position reports to the Executive Director and serves as an ambassador of the PFC to the community at large.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Recruit, screen, train, and onboard the organization's volunteers.
- Manage and supervise the process of assigning volunteers based on the needs/requests of staff.
- Develop and implement policies and procedures that ensure the quality, integrity, and efficiency of the volunteer program.
- Through regular communication, partners with staff to understand operations, that informs the organization's volunteer needs.
- Generate clear volunteer role descriptions based on the needs of the organization.
- Complete Pennsylvania State Police Criminal Record Check and State Child Abuse Clearance for all volunteers.
- Credential, establish privileges and maintain licensure verification of all volunteer health care professionals.
- Maintain and monitor compliance records for various clinic programs including CPR certification, Blood Borne Pathogens training and Community Flu Clinic.
- Manage all HRSA/FTCA registrations and correspondence, including entering all new providers into HRSA.
- Conduct initial orientation for all volunteers.
- Ensure there is ongoing support and training for volunteers that meets organizational needs.

- Promote awareness of volunteer needs (internally and externally) through strategic recruitment, community engagement and publicity campaigns.
- Attend community events to promote volunteerism at PFC, including weekend and evening hours as needed.
- Coordinate with other community partners to organize family-in-need allocations throughout the year.
- Develop and implement meaningful methods to acknowledge volunteers for their contributions.

#### **QUALIFICATIONS:**

- Confident, outgoing personality; must be comfortable with public speaking.
- Ability to work in a team-oriented environment, including collaborating with other directors and other organizations to achieve stated goals.
- Proficient in time and project management methodologies and tools, with a strong ability to organize, prioritize, and execute tasks efficiently.
- Adaptability to changes in the organization, industry, and volunteers' needs.
- Ability to work independently, resolve issues, set goals, and forecast for the future.
- Medical background or a bachelor's degree with an RN (Registered Nurse) is preferred, and/or a minimum of 5 years' experience in team leadership or supervisory roles would be highly advantageous.
- Knowledge of regulatory standards and compliance requirements preferred.
- Familiarity with standard office equipment and computer proficiency, including Microsoft Excel and Word.

#### **PHYSICAL DEMANDS:**

- Climbing two to three flights of stairs repeatedly during the day.
- Standing or sitting for extended periods.
- Occasionally lifting objects weighing up to 20 pounds.
- Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- The employee will frequently talk and/or listen, use hands and fingers to handle objects or controls, and perform tasks such as sitting, standing, walking, stooping, bending, kneeling, and crouching.

Phoenixville Free Clinic is an equal opportunity employer and is excited to hear from anyone with the skills, experience, and passion for our mission. If you are ready to put your amazing skills and knowledge to work to help people feel their best, we cannot wait to meet you!

*We are an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.*