



Program and Volunteer Coordinator Job Description

The **Program & Volunteer Coordinator** is responsible for the overall program management and volunteer recruitment for the Arizona Oncology Foundation. The position supports the Foundation mission to provide support services to those whose lives are touched by cancer. The Program and Volunteer Coordinator is accountable for the day-to-day operations of our Resource Centers and for the recruitment and management of volunteers to help strengthen programs and to promote community support. This position reports to the Chief Development Officer. The individual in this role supports and adheres to the US Oncology Compliance Program, to include Code of Ethics and Business Standards, and US Oncology's Shared Values.

Essential Duties and Responsibilities:

- Develop and implement goals and objectives for the volunteer program that reflect the mission and the program/service delivery needs of the organization.
- Maintain a volunteer recruitment campaign to target a variety of audiences, using a variety of methods. Ensure that volunteer opportunities are publicized in a timely fashion and that applicants receive timely responses.
- Identify ongoing, emerging and unique volunteer assignments and write position descriptions. Recruit and orient volunteers for special events. Develop, promote and maintain a wide range of individual and group volunteer opportunities within the organization.
- Screen, interview and place volunteers. Provide on-boarding orientations for all new volunteers and complete administrative needs.
- Provide proactive planning efforts to develop a dynamic and effective volunteer program that provides a satisfying experience for our volunteers. Showcase success stories and best practices on websites and with other tools such as a newsletter or wall displays.
- Develop and foster new relationships with community businesses, partners and organizations to support community integration for program development, community outreach and volunteer recruitment.
- Accountable for management and scheduling of programs and for the development of new services. These programs and services include integrative therapy, movement classes, support groups, educational classes, clinical hypnotherapy, wig lending and oncology nutrition.
- Act as a key liaison to program staff and contractors including creating reports and analyzing data. Ensure that each volunteer and contractor is aware of job requirements and is prepared and equipped to complete his/her job safely. Solicit feedback and propose strategies for making our program more effective and rewarding.
- Procure, manage and attain goals of in-kind contributions. Provide guidance, support, resources and tools to staff and volunteers.
- Oversee Community Resources including monthly program calendars, cancer awareness month flyers, community counseling, support groups, caregiver assistance, transportation, housing, and food assistance.
- Approximately 90% of the role is resource center & volunteer coordination and 10% is development/fundraising.
- Performs other duties as requested or assigned.



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Minimum Qualifications

- Associates degree in a related field; such as non-profit management, human resources, social services, fundraising, etc . Bachelor's degree preferred.
- Minimum 3 years experience in a program management role including project and budget management.
- Minimum 2 years related professional experience successfully coordinating and recruiting volunteers.
- Experience with developing and providing orientation and training.
- Outstanding oral, written electronic and interpersonal communication skills are a must. Experience working in and developing teams.
- Ability to occasionally work non-traditional hours; i.e. evenings and weekends.
- Reliable transportation with proof of valid driver's license, insurance and clean driving record.
- Advanced skills in Microsoft Office (Outlook, Excel, Word, PowerPoint and Publisher).
- Proven experience in people management.

Competencies

- Strategic Thinking – the ability to think long-term, tying together the current operations with a more long-term focus.
- Results-Oriented Thinking and Behavior- possesses the desire to get the job done with excellence and minimal supervision; does not settle for mediocrity.
- Awareness and Sensitivity to the External Environment – situational awareness; is aware the organization's position in the community; demonstrates savvy in dealing with volunteers, donors and staff. Demonstrates a positive behavior in all interactions.
- Resilience - is willing and able to adjust to multiple demands, shifting priorities, ambiguity and rapid change; handles setbacks with professionalism; shows resilience in the face of constraints, frustrations, or adversity. Demonstrated ability to manage several tasks at once and meet deadlines.
- Relationship Building – Has the ability to connect and influence different and diverse groups of people; is seen to be collaborative and someone who is good to work with; can build and maintain meaningful professional relationships with all stakeholders at all resource centers.
- Collaborative – builds trust, relationships and confidence; promotes an environment that is free from personal or professional biases; actions are both open and transparent.
- Innovation and Initiative – the ability to expand services and develop new and creative ways to meet community needs. Demonstrated record of initiative, problem solving, adaptability and commitment to quality.
- Leadership & Management – Grasps the needs of the organization, community, physicians and co-workers; works to further the mission and goals of the organization.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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While performing the duties of this job, the employee is required to be present at the employee site during regularly scheduled business hours and regularly required to sit or stand and talk or hear. The position requires full range of body motion including handling and lifting patients, manual and finger dexterity, and eye-hand coordination. The position requires standing and walking for extensive periods of time. The employee occasionally lifts and carries items weighing up to 40 lbs. The position requires corrected vision and hearing to normal range. Must have working vehicle to drive to each resource center each day.

Work Environment

The work environment may include exposure to communicable diseases, toxic substances, ionizing radiation, medical preparations and other conditions common to an oncology/hematology clinic environment. Work will involve in-person interaction with co-workers and management and/or clients. Work may require travel by automobile to office sites.

Please send resume to:

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