



The Wallace Medical Concern

Position Title: Volunteer Engagement Manager

Starting Salary Range \$14.78 - \$19.23 per hour dependant upon qualifications and experience.

Benefits: Excellent benefit package including fully paid health insurance, a generous vacation package, 401k, Flex Spending Account and Employee Assistance Program.

Status/Hours: 32 hours per week

Reports to: Executive Director

BACKGROUND

The Wallace Medical Concern (WMC) is a private nonprofit health care organization, established in 1984. Based on a mission and belief that everyone deserves concern, compassion and health, The Wallace Medical Concern has provided an open door to health care serving low-income and uninsured families who face barriers to care in communities throughout the Cities of Portland and Gresham in the State of Oregon for 28 years. Through a network of over 300 volunteers at two sites, WMC serves as both a provider of “urgent care” and as an effective gateway to specialty services through referrals and partnerships with some of the area’s largest medical groups and health systems.

When you join The Wallace Medical Concern, you join a dynamic and highly collaborative team of staff and 300+ volunteers who are committed to making a positive impact in people’s lives. At WMC:

- We have a passion for the under-served.
- We provide the best quality service.
- We value our employees and volunteers.
- We are sustainable as an organization.

JOB DUTIES AND RESPONSIBILTIES

Volunteer Engagement Program Development, Management, and Evaluation

- Coordinate and oversee of all aspects of WMC Volunteer Engagement Program designed to maintain a strong pool of dedicated professional volunteers who serve in clinical and administrative capacities.
- Set and achieve specific volunteer management goals and objectives that are aligned with clinic operations and other supporting programs within the agency.
- Assure that all aspects of the volunteer engagement program run efficiently and effectively.
- Develop and implement procedures for volunteer and intern recruitment, selection, credentialing, license checks and renewals, scheduling, and orientation of new volunteers.
- Develop volunteer orientation materials and as appropriate training materials.
- Create and maintain systems to monitor volunteer compliance with protocols and trainings.
- Conduct regularly scheduled Oregon Medical Board and Oregon State Nursing Boards Disciplinary Action Reports and reconcile with volunteer data base.
- Work with schools, staff, and Executive Director to assure that appropriate agreements, protocols, liability coverage, training, and oversight/supervision, are in place in order for Wallace Medical Concern to serve as a student placement site.
- Network to find new recruiting opportunities

- Work with Patient Services Director to assure compliance with Multnomah County and Coalition of Community Health Clinics standards.
- Work with Executive Director and Wallace Legal Council to assure that all memorandums of understanding between Wallace Medical Concern and other professional entities are current, and have been reviewed and approved by the Board of Directors.
- Work with Clinic Coordinators to provide appropriate supervision and performance feedback to volunteers.
- Participate in management and updates of volunteer section of website
- Create annual and long-term volunteer plans; conduct periodic evaluation of volunteer engagement program.
- Work with other staff to continuously find additional opportunities for volunteers to contribute to the overall success of the operations of the organization.
- Maintain and as appropriate advocate for improvements in electronic volunteer management data base system.
- Maintain current working knowledge of advancements in volunteer engagement best practices and integrate into practice on an ongoing basis.
- Provide back up staffing coverage for clinics on an as needed basis.
- Other duties as assigned

QUALIFICATIONS, SKILLS AND ABILITIES

- High School Diploma or GED required
- Bachelors level degree with 2 years experience or 4 years of experience in social service volunteer management position.
- Excellent interpersonal skills, commitment to teamwork and ability to work with people of diverse ethnic, social, economic, and cultural backgrounds.
- Excellent oral and written communication skills with ability to accurately and compellingly convey marketing and recruitment messages to potential volunteers and the public, including hospitals and health system audiences.
- Experience working with a range of community partners including coalitions, corporations, government entities and other non-profits.
- Excellent organizational skills and ability to prioritize the work independently.
- Attention to detail.
- Solid computer skills, including Microsoft Excel, Word, Outlook, and Access. Knowledge of Donor Pro a plus.
- Management and staff supervision experience preferred

WORKING CONDITIONS

Duties are performed primarily in an office and clinic environment. Valid driver's license and access to insured personal vehicle required. Some evening or weekend hours may be required.

PHYSICAL REQUIREMENTS

Ability to work in a fast-paced environment. Requires ability to sit, stand, lift, carry, walk, read find print, and communicate in person, in writing, by telephone and electronically.

The Wallace Medical Concern is committed to equal employment opportunities and diversity in our workplace.

To apply please send your Resume and Cover Letter via:

Email: cecilyp@wallacemedical.org or
 Fax: 503.489.1763 attn: Cecily or
 Mail: P.O. Box 3506, Gresham, OR 97030 attn: Cecily