



MERCY HOUSE

OF CHAMBERSBURG

Position: Support Services Coordinator

Responsible to: Executive Director

Status: Full time, salaried

Special Conditions: Some evenings, weekend, and on-call work required

The Support Services Coordinator, under the general supervision of the Executive Director, assumes responsibility for the development and supervision of support programs of Mercy House, improving the quality of guest care by providing non-medical services. The coordinator creatively engages the community and promotes the mission of Mercy House by recruiting and retaining qualified volunteers who work with staff to maintain a homelike setting within which to meet the needs of guests. The coordinator manages human resources functions, assisting in hiring and training qualified personnel, facilitating payroll and benefits, and ensuring regulatory compliance.

General Duties

- Responsible for support services recruiting, training, scheduling, and retention
- Manage human resources activities in coordination with directors
- Work with the administrative team in representing Mercy House to the community

Functional Duties

- Responsible for the day-to-day direction, development, and management of all services provided by volunteers
- Promote the program and ensure volunteers are carefully selected, oriented, trained, scheduled, supervised, and supported to ensure the provision of high-quality services
- Effectively match volunteer skills with organizational needs
- Develop policies, communication structures, information systems, and management procedures to ensure volunteers work productively and harmoniously with staff
- Create and manage volunteer orientation, continuing education, and appraisal processes
- Provide regular reports to the Executive Director including recommendations for future developments and improvements
- Prepare annual program budget; ensure adherence
- Plan and coordinate annual Mercy House memorial services; coordinate with families
- Expand volunteer base through attendance at network meetings of volunteer program managers, conferences, or trainings
- Complete new hire forms; oversee and implement new hire orientation
- Maintain annual employee training log; ensure mandatory trainings are completed
- Manage employee payroll, benefit enrollment, and maintenance
- Assume on-call duties within the administrative staff rotation
- Know and respect resident rights, privacy, and confidentiality
- Knowledge of Complaint and Incident, House Rules, Fire, and Disaster procedures

- Maintain and update OSHA logs and SDS
- Orient staff and volunteers on the hazard communication program
- Facilitate monthly safety meetings; record and maintain minutes
- Maintain employee injury report forms and log and report at monthly safety meeting

Requirements

- Bachelor's degree preferred
- Certified Volunteer Administrator (CVA) desired
- Experience with non-profit organizations and volunteer and HR management desired
- Courses in social services, human services, or communications preferred
- Previous experience in healthcare, personal care, skilled nursing, end-of-life care, or hospice preferred; knowledge of guest comfort and personal care
- Excellent verbal and written communication skills; strong relationship building skills
- Strong computer skills to include MS Word, MS Excel, and data management
- Excellent organizational and administrative skills; ability to handle multiple tasks in a competent and professional manner with a strong aptitude for detail; budget management
- Ability to handle sensitive and emergency situations with a calming, compassionate presence
- Ability to effectively manage volunteers and staff
- Pass a criminal background check
- Attendance reliability

Working Conditions

- Potential exposure to bodily fluids, air born contaminants

This job description does not state or imply that these are the only duties to be performed in this position.