

WRHA Volunteer Services Working Relationships
(Revised and Proposed January 9, 2012)

Function	WRHA Regional Director of Primary Health Care and Chronic Disease	Manager of WRHA Volunteer Services	Team Manager and/or Designated Staff (i.e. Community Facilitator)	Collaboration with Winnipeg Regional Volunteer Manager's Group (WRVMG)
<input type="checkbox"/> Planning the delivery of Volunteer Services	<input type="checkbox"/> Leadership role in ensuring that WRHA Volunteer Services support the Canadian Code for Volunteer Involvement and Canadian Administrators of Volunteer resources Standards of Practice and CCHSA Accreditation Standards. <input type="checkbox"/> Develops the WRHA Volunteer Services strategic plan and priorities plan in collaboration with the WRHA Manager <input type="checkbox"/> Prepares the operational plan in collaboration with the WRHA Manager <input type="checkbox"/> Presents the operational plan to WRHA senior management	<input type="checkbox"/> Leadership role <input type="checkbox"/> Assists in the development and coordination of the WRHA Volunteer Services strategic and operational plans for delivery at both the corporate and community area levels. <input type="checkbox"/> Plays supportive role by providing expertise on volunteer resources management and acts as internal consultant to designated personnel in community areas.	<input type="checkbox"/> Develops operational plans for Volunteer Programs in the community area in collaboration with WRHA Manager of Volunteer Services.	<input type="checkbox"/> Leadership role in ensuring that the Winnipeg Health Region support the Canadian Code for Volunteer Involvement and Canadian Administrators of Volunteer Resources Standards of Practice and Accreditation Canada. <input type="checkbox"/> Provides systems expertise on Volunteer Resources management
<input type="checkbox"/> Policy Development	<input type="checkbox"/> Develops the WRHA policy for the WRHA Volunteer Program <input type="checkbox"/> Presents policy to Corporate Policy Committee	<input type="checkbox"/> Identifies the need for and develops policy proposals for the WRHA volunteer program. <input type="checkbox"/> Develops procedures to support approved WRHA policies.	<input type="checkbox"/> Participates in the development of WRHA policies and procedures for the volunteer program <input type="checkbox"/> Implements and monitors the implementation of approved WRHA procedures.	<input type="checkbox"/> Collaborates to ensure regional policies regarding volunteer management practices are developed and implemented at the integrated sites
<input type="checkbox"/> Decision making	<input type="checkbox"/> Makes volunteer resource decisions, balancing requirements between the community areas	<input type="checkbox"/> Determines resource requirements throughout the WRHA Volunteer Services Program, and makes recommendations regarding the allocation of same.	<input type="checkbox"/> Implements approved WRHA Volunteer programs.	<input type="checkbox"/> Makes resource decisions with respect to regional volunteer management initiatives
<input type="checkbox"/> Financial accountability	<input type="checkbox"/> Responsible for overall budget for WRHA volunteer program	<input type="checkbox"/> Accountable for WRHA Volunteer Services expenditures. <input type="checkbox"/> Makes recommendations for expenses incurred on budget	<input type="checkbox"/> Works with the WRHA Manager regarding volunteer resource requirements.	<input type="checkbox"/>
<input type="checkbox"/> Needs Assessment	<input type="checkbox"/> Determines overall Volunteer Services strategy and sets priorities for addressing assessed needs	<input type="checkbox"/> Provides training and consultative support to WRHA staff with respect to needs assessment tools and processes and conducting needs assessments.	<input type="checkbox"/> Assists with the assessment of the need for volunteer resources support in community areas.	<input type="checkbox"/>

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<input type="checkbox"/> Volunteer program design	<input type="checkbox"/> Sets strategic direction for WRHA volunteer programs	<input type="checkbox"/> Provides consultative support in designing WRHA volunteer roles to meet assessed community and client needs. <input type="checkbox"/> Approves volunteer programs as submitted by various WRHA program areas.	<input type="checkbox"/> Develops WRHA volunteer roles to meet assessed community and client needs.	<input type="checkbox"/>
<input type="checkbox"/> Recruitment	<input type="checkbox"/> Oversees and approves volunteer recruitment initiatives, ensuring harmony with overall volunteer program and community development strategy	<input type="checkbox"/> Develops and manages WRHA Volunteer recruitment initiatives. <input type="checkbox"/> Analyses requirements for WRHA general and targeted volunteer recruitment.	<input type="checkbox"/> Implements general and targeted recruitment initiatives in the community area.	<input type="checkbox"/> Collaborates on regional recruitment initiatives such as recruitment fairs <input type="checkbox"/>
<input type="checkbox"/> Screening	<input type="checkbox"/> Approves WRHA screening procedures .	<input type="checkbox"/> Monitors the WRHA Volunteer screening processes and provides consultative support. <input type="checkbox"/> Ensures all relevant staff is oriented to WRHA volunteer screening policies and procedures.	<input type="checkbox"/> May screen WRHA volunteers in accordance with approved screening procedures.	<input type="checkbox"/> Ensures regional Volunteer Screening policy at integrated sites is adhered to.
<input type="checkbox"/> Placement		<input type="checkbox"/> Provides guidance and training to relevant WRHA staff regarding volunteer placement. <input type="checkbox"/> Provides technical expertise with respect to scheduling procedures for direct service and collaborative volunteers <input type="checkbox"/> Places WRHA volunteers in suitable roles, ensuring an effective match	<input type="checkbox"/> Schedules volunteers in community area. <input type="checkbox"/> Monitors scheduling of direct service and collaborative volunteers.	<input type="checkbox"/>
<input type="checkbox"/> Orientation	<input type="checkbox"/> Approves WRHA orientation program for direct service and collaborative volunteers.	<input type="checkbox"/> Develops a general orientation program for all WRHA volunteers. <input type="checkbox"/> Ensures orientation and training programs for WRHA volunteer roles. <input type="checkbox"/> Identifies internal resources and/or partnering organizations to deliver specialized training for specialized volunteer roles.	<input type="checkbox"/> Ensures that volunteers receive adequate orientation and training for their roles. <input type="checkbox"/> Conducts site specific orientations or arranges for other staff in the community area to conduct the orientations. <input type="checkbox"/> Identifies internal resources and/or community partners to assist with the development of specialized training.	<input type="checkbox"/>
<input type="checkbox"/> Quality Improvement and Evaluation	<input type="checkbox"/> Provides overall guidance and approves the quality improvement and evaluation processes for WRHA volunteer programs.	<input type="checkbox"/> Monitors the effectiveness of volunteer program. <input type="checkbox"/> Develops quality improvement strategies relevant to the WRHA volunteer program. <input type="checkbox"/> Provides guidance and support for WRHA volunteer services in each of the	<input type="checkbox"/> Monitors WRHA volunteer and client satisfaction with volunteer services in the community area. <input type="checkbox"/> In accordance with regional strategies, assists with the evaluation of	

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		<ul style="list-style-type: none"> <input type="checkbox"/> community areas. <input type="checkbox"/> Monitors critical or unusual occurrences or complaints related to WRHA volunteer services. <input type="checkbox"/> Monitors compliments/appreciative inquiry in relation to WRHA Volunteer Services. <input type="checkbox"/> Liaise with Quality Improvement Specialists. 	<p>WRHA Volunteer services in the community area.</p> <ul style="list-style-type: none"> <input type="checkbox"/> In conjunction with WRHA Volunteer Services handles critical or unusual occurrences and complaints related to WRHA volunteer services in the community area. <input type="checkbox"/> Monitors compliments/ appreciative inquiry in the community area in relation to WRHA Volunteer Services. 	
<input type="checkbox"/> Recognition	<input type="checkbox"/> Approves recognition activities.	<input type="checkbox"/> Develops WRHA recognition strategies and reviews with WRHA Regional Director of Primary Health Care and Chronic Disease. (Recognition policies and activities must include formal and informal recognition of WRHA volunteers, service partners, community partners, and referral agencies.)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Partnerships and strategic alliances	<ul style="list-style-type: none"> <input type="checkbox"/> Provides strategic direction for the development of community partnerships. <input type="checkbox"/> Review all proposed regional volunteer partnership agreements and facilitates WRHA approval of same. 	<ul style="list-style-type: none"> <input type="checkbox"/> Builds relationships with WRHA funded organizations, not- for –profit organizations, educational institutions, government agencies, and the corporate sector for the purpose of the development of the WRHA volunteer program. <input type="checkbox"/> Facilitates the development of regional partnership agreements. <input type="checkbox"/> Reviews volunteer partnership agreements initiated at the community area level and ensures that partnership agreements are kept current <input type="checkbox"/> 	<input type="checkbox"/>	<input type="checkbox"/> Facilitates linkages and partnerships across the continuum of health care.
<input type="checkbox"/> Volunteer Benefits (eg. busfare, parking reimbursement)	<input type="checkbox"/>	<input type="checkbox"/> Oversees the administration of volunteer benefits for WRHA Volunteers in accordance with WRHA Volunteer policies.	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Staff relations	<input type="checkbox"/> Develops WRHA volunteer/staff relations strategies.	<ul style="list-style-type: none"> <input type="checkbox"/> Manages WRHA volunteer/staff relations <input type="checkbox"/> Develops WRHA educational programs on working with volunteers for staff. <input type="checkbox"/> Develops WRHA education and training programs on volunteer resources management to designated WRHA staff. 	<ul style="list-style-type: none"> <input type="checkbox"/> In conjunction with the Manager of Volunteer Services handles WRHA volunteer/ staff relations in the community area. <input type="checkbox"/> In conjunction with the 	<input type="checkbox"/>

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			<p>Manager of Volunteer Services facilitates the education of WRHA community area staff on working with volunteers.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Communicates with WRHA community area staff and volunteers about their respective roles. 	
<ul style="list-style-type: none"> <input type="checkbox"/> Management information systems 	<ul style="list-style-type: none"> <input type="checkbox"/> In Collaboration with Manitoba e-health, provides the overall direction of the management information system for the WRHA volunteer program. 	<ul style="list-style-type: none"> <input type="checkbox"/> In collaboration with the Winnipeg Regional Volunteer Manager's Group develops strategies for implementation of the volunteer resources management information system within the WRHA. 	<ul style="list-style-type: none"> <input type="checkbox"/> Oversees the implementation of volunteer resources management information system at the community area level as required 	<ul style="list-style-type: none"> <input type="checkbox"/> Provides consultative advice with respect to the structure of information reporting for the volunteer program.