



Manager, Volunteer & Provider Relations

Hours: 32 hours per week

Compensation: \$42,000 to \$45,000

The Virginia Telemental Health Initiative (VTMHI), a first-of-its-kind statewide virtual free mental health clinic, seeks a highly motivated, organized individual with a customer service approach to serve as Manager of Volunteer and Provider Relations. This position will organize and oversee a creative, innovative, and comprehensive volunteer program to support the care provided to patients of VTMHI. Working alongside key staff members, this position will lead volunteer efforts including recruitment, onboarding, and ongoing support and will promote opportunities, such as recognition, which strengthen volunteer involvement and commitment. The position works closely with the leadership and clinical teams.

Responsibilities and Duties

- Develops and implements annual recruitment and retention plan that aligns quantity and quality of volunteer pool with the clinic's operational and growth needs
 - Identifies roles and obligations of team members in supporting implementation of volunteer recruitment and vetting strategy
 - Measures and reports on progress toward achieving quarterly organizational goals
 - Identifies opportunities to flex recruitment priorities based on relationships, organizational factors and patient needs
- Facilitates volunteer recruitment in alignment with organizational mission and goals
 - Supports development and dissemination of promotional material, including relationship development with training programs to create recruitment pathways
 - Hosts recruitment workshops and meet-and-greets; participates in speaking engagements, volunteer fairs, etc. as needed
 - Responds to volunteer inquiries in a timely fashion
 - Facilitates application process including verification of volunteer requirements and execution of volunteer agreements
 - Works with clinical team regarding volunteer application review and approval
- Supports volunteers' clinical and organizational onboarding
 - Collaborates with training and clinical teams to orient and onboard volunteers:
 - telehealth platform, electronic health record/documentation, P&P training
 - coordinate with staff and partner clinics to schedule any role specific training
 - selection and connection with clinical supervisor
 - Devises provider schedules and profiles for patient fit and facilitates rapid assignment of patients to volunteers
 - coordinates any "warm handoffs" between providers
 - Documents and implements process for volunteer "offboarding" as termination of volunteer relationship
- Encourages and supports volunteer providers

- Provides regular updates to volunteers regarding opportunities and program operations
- Conducts regular check-ins with volunteers and maintains open lines of communication with clinical team to ensure volunteers are supported
- Supports the operational needs of VTMHI volunteers including technical assistance
- Prioritizes and implements volunteer recognition activities
- Operates with efficiency and supports ethical and accountable provider compliance
 - Maintains and updates the clinic’s volunteer manual
 - Maintains volunteer data management system including necessary volunteer documentation and records (e.g., licensing verification, liability coverage)
 - Documents workflows and policies and procedures
 - Enrolls volunteers in liability coverage
- Collaborates towards achieving organizational goals
 - Facilitates volunteer-patient matching and supports maintenance of patient waitlist
 - Serves as a member of a cross-functional team and participates in cross-training to support clinic functions as needed (e.g., patient care coordination)
 - Conducts regular surveys of volunteers and reports on results for team discussion
 - Coordinates with other program staff to share concerns, ideas and opportunities
 - With the team, develops and supports quality metrics demonstrating the impact of the clinic on the volunteer experience
 - Demonstrates ability to recognize strategic and operational enhancements that would improve program operations

Additional Responsibilities and Duties

- Participate in administrative, staff and team meetings
- Other activities as signed by the Executive Director or Deputy Advisor on Strategy and Quality

Competencies

- Goal oriented approach to volunteer management
- Excellent written and verbal communication skills; experience in providing training/presentations
- Strong problem-solving/decision-making skills
- Ability to receive and provide feedback and constructive criticism well; ability to resolve conflicts
- Willingness to work collaboratively as part of and support a virtual team
- Computer proficiency, including utilization of electronic health records and telehealth platforms
- Demonstrated ability to interact effectively with diverse individuals and groups

Qualifications

- Education: minimum of a bachelor’s degree in a human services field, preferred
- Experience: minimum of 3 years in volunteer management, provider relationship management, or related nonprofit field
- Commitment to the mission and vision of the VTMHI
- Ability to work successfully in a virtual environment
- Familiarity with free and charitable clinics and/or the medically underserved a plus; bilingual is preferred

How to Apply / Requirements

- Email a Resume and Cover Letter with the subject line “VTMHI Manager, Volunteer & Provider Relations” to Tom Anesta, Operations Manager at tom@ehealthvirginia.org.

- This is a fully remote position, but applicants must reside in Virginia to be considered.
- Priority review will be given to applications submitted before 7/26/2024.

About VTMHI

The Virginia Telemental Health Initiative (VTMHI) aims to expand access to mental health services for un- and under-insured individuals across the Commonwealth by working together with Virginia's free and charitable clinics and pre-licensed mental health providers in the process of completing licensure.

To help accelerate licensure, VTMHI matches pre-licensed behavioral and mental health professionals with clinical supervisors to achieve needed client contact hours while providing pro-bono support in free and charitable clinics – a win-win-win for patients, providers-in-training and clinics! In addition, a robust curriculum of training and educational resources regarding telehealth will be available at no cost to help prepare Virginia's future providers to be best equipped to serve the needs of Virginians.

More information about this pilot can be found at www.virginatelementalhealth.org.