



The Carolinas Center

Presents

Volunteer Managers/Coordinators: A Day of Sharing

November 2, 2018 • 9:30am ~ 3:00pm

Novant Health Hospice • 324 N. McDowell Street, Charlotte, NC 28204

This annual day of learning, collaborating and networking is designed for volunteer managers and coordinators across the Carolinas. You will leave with practical information, inspiring ideas, and helpful resources that you can use to enrich and expand your volunteer program, making it a more integral and compliant part of your hospice services.

Schedule:

9:00am ~ Registration

9:30am ~ Welcome & Introduction

9:45am ~ Presentations

9:45 - 10:45am: The Heart of Hospice: Volunteer Recruitment and Retention

Ray Riordan, Vice President of NC Operations, The Carolinas Center, Raleigh, NC

This presentation is designed to assist volunteer leaders in recruiting and retaining volunteers for their organizations. To successfully recruit volunteers for your organization, you must be able to explain in an enthusiastic, informative and convincing manner what your organization is about, and why someone would want to be a part of it. Equally important is placing the new volunteers in positions that are compatible, satisfying and challenging. During this presentation you will be provided with tools and ideas for the successful recruitment, engagement, and retention of volunteers at your organization.

10:50 - 11:50am: A Generational Approach to Working Together

Harriett C. Edwards, Ed.D., Associate Professor & Extension Specialist for Volunteerism, NC State University, Raleigh, NC

Our work requires us to interact daily with people of diverse ages and backgrounds. Working together to meet the needs of others in some of their most stressful situations can create challenges as we approach life from different perspectives. Taking time to consider how others may be impacted by the personal values and views we bring to our work can help us to better serve those who need us most. This session provides an opportunity to discuss how lifespan and generational differences may influence those around us and how to brainstorm strategies to help focus more strategically on the things that matter most.

11:50 - 12:50pm: BREAK/LUNCH/NETWORK

12:50 - 1:50pm: Helping Volunteers Find Their Niche

Rebecca L. Griffeth is the Volunteer Coordinator for Open Arms Hospice at the McCall Hospice House in Simpsonville, SC

Have you ever wondered how best to meet the needs of your program with the gifts and graces of your volunteer base? Join us for a workshop that will utilize Howard Gardner's Theory of Multiple Intelligences to identify how our volunteers best serve based on how they best learn. For example: why do some of our volunteers choose direct patient care over indirect/clerical service and vice-versa. It's a creative way to think about how we as Volunteer Managers best "coordinate" care for our patients and in return how we can best help our volunteers find their place of service. You will leave with a new tool to use at new volunteer intake, orientation or a separate training session. This will be yet another means to equip Volunteer Coordinators in making quality volunteer matches with the needs of our programs.

2:00pm ~ Roundtable Discussion

3:00pm ~ Wrap up & Distribution of Certificates

Continuing Education Credit: The Carolinas Center for Hospice and End of Life Care is an approved provider of continuing education by North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. **This activity is approved for 4.00 hours of continuing education.**

Counselors: The Carolinas Center for Hospice and End of Life Care is an NBCC Approved Continuing Education Provider (ACEP) and may offer NBCC-approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program.

Social Workers: This educational offering is approved for social work continuing education hours under the guidelines of the North Carolina Social Work Certification and Licensure Board and the South Carolina Board of Social Work Examiners. South Carolina social workers must be a member of The Carolinas Center.

Cancellations: **No** refunds on cancellations will be given, but substitutions may be made.

Registration Fees

Fees	On/By 10/19	After 10/19
Hospice Provider Members	\$65	\$85
Individual Members	\$85	\$105
Non-Members	\$125	\$145

[CLICK HERE TO REGISTER ONLINE](#)

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