

## Director of Volunteer Services

# ROBERT SMITH

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## Objective

Program Director with previous social work experience. Over 15 years of excellence, including six years of supervisory leadership. Coordinated and managed veteran activities for hundreds of veterans. Directed over 500 volunteers and averaged 80,000 annual volunteer hours. Led 15 direct reports, trained extended staff/volunteers in software and departmental procedures.

## Skills

Volunteer Management, Youth Development, Resource Development.

## Work Experience

### Director of Volunteer Services

**ABC Corporation** - 2011 – 2014

- Led an interdisciplinary team in a hospital-wide effort to improve patient satisfaction scores.
- Attracted and supervised more than 350 volunteers for episodic projects during a hospital move.
- Created 10+ new volunteer assignments focusing on enhancing the patient and family experience.
- Developed and implemented processes for better screening, interviewing, and selecting volunteers.
- Conducted investigations, in conjunction with security, for all volunteer accidents and injuries.
- Advised partnering department managers on disciplinary action procedures.
- Created policies and training documents to ensure compliance with government regulations.

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**Delta Corporation** - 2008 – 2011

- Manage a \$245,000 budget and 4 paid staff members Plan and execute appreciation events for dedicated volunteers and corporate executives Serve on the .
- Developed, implemented and evaluated an institute-wide, multiple location, volunteer program Recruited over 400 individual volunteers who provided 26,.
- Included recruitment, assessment, training and placement of all community volunteers Worked directly with Supervision of President and CEO Worked .
- Managed operations of Meals-on-Wheels for several cities in South Fulton County.
- Recruited, trained and retained a volunteer staff of 150+ members.
- Created media relations to include public announcements for fundraising events.
- Collaborated with strategic partners including churches, local residents and businesses, civic groups and educational institutions.

## Education

Master of Business Administration in Health Care Management - (Weidner University - Chester, PA)