

AMERICAN LEGION AUXILIARY DEPARTMENT OF WISCONSIN CHAIRMAN AND COMMITTEE MEMBER'S JOB DESCRIPTION

PROGRAM: VA&R Director of Hospital Volunteers

TERM OF APPOINTMENT: One Year

REPORTS TO: VA&R Chairman, Department President

PURPOSE OF THIS CHAIRMANSHIP: To work closely with Hospital Representatives to enhance the lives of veterans in VAMC facilities, Wisconsin Veteran's Homes and other care facilities.

RESPONSIBILITIES:

1. Knowledge of the information related to this assignment as stated in the National Publication, "Veterans Affairs & Rehabilitation: A Guide for Volunteers" and the current Department of Wisconsin Redbook. (Especially the VA&R Code of Ethics).
2. Directly responsible for the supervision of Hospital Representatives and Deputies in this Department.
3. Direct volunteer recruitment and retention initiatives and related record keeping.
4. Work in close relationship with and report to the Department VA&R chairman and the National VAVS representative.
5. Develop and maintain a close working relationship with VAMC directors and Directors of Volunteer Services. The Director of Hospital Volunteers is encouraged to ask to attend the annual official facility visits with the Department Commander and Department President, if space is available, to learn about suggestions for improvement and to resolve problems or frustrations with volunteers. Participation in these official visits is at the Director of Hospital Volunteers' personal expense unless the VA&R Chairman is unable to attend.
6. Have a clear understanding of programs sponsored on the local level through periodic facility visits and/or correspondence.
7. Coordinate, manage, maintain, and strengthen the VA&R programs and initiatives.
8. Handle the compilation of required reports. Supply the forms to the Hospital Representatives.
9. Order vests for regular volunteers, etc.
10. Coordinate volunteer recognition programs and/or luncheons, with consideration to Department President and Hospital Representative at each facility, with expenses paid by Department. Department will pay expenses for the Director of Hospital Volunteers to attend the hospital volunteer appreciation luncheons. If the VA & R Chairman wishes to attend also, it would be at his/her own expense.

Role of the Hospital Representative:

1. As an appointee of the VA&R Program, the Hospital Representatives and Deputies must satisfy the needs of both the American Legion Auxiliary and the VA Medical/Nursing facility. Job duties will vary according to the type and size of facility being served.
2. A Representative or Deputy to a VA Facility representing the ALA may not hold the same position for another organization.

3. Responsibilities of the Hospital Representative/Associate Hospital Representative:
 - a) Be knowledgeable of the information related to this assignment as stated in the National Publication, "Veterans Affairs & Rehabilitation: A Guide for Volunteers" and the current Department of Wisconsin Redbook. (Especially the VA&R Code of Ethics).
 - b) Be a regularly scheduled volunteer.
 - c) Form a close working relationship with the VAMC director, director of Voluntary Services, ALA Director of Hospital Volunteers, and the Department VA&R Chairman.
 - d) Work with the VA&R committee, especially Director of Hospital Volunteers, to coordinate the recruitment and training of new volunteers, training updates, and retention of current volunteers who choose to represent the ALA at the facility.
 - e) Work closely with ALA volunteers at the facility, communicating opportunities, soliciting feedback, mediating conflict, and handling other volunteer needs.
 - f) Attend special facility events when invited (may be represented by Deputy or other designated ALA volunteer).
 - g) Ensure that hours of both regularly scheduled and occasional volunteers are properly recorded and attributed to the ALA recognition. These reports are then shared with the Director of Hospital Volunteers.
 - h) Work closely with the Director of Hospital Volunteers on scheduling the annual Volunteer Recognition Luncheon and appropriate awards (certificates, pins, bars, milestones and retirements).
 - i) Submit an updated needs list/wish list for the Department President's annual gift.
 - j) Submit an annual budget proposal to the Department Secretary-Treasurer when requested.
 - k) Submit requests for Veterans Day and/or Christmas gifts for veterans, if applicable.
 - l) Submit mileage reimbursement expense reports for hospital rep and depts.
 - m) Request Submit expenses to Department Secretary-Treasurer (limited to expenses allowed by the budget) in a timely manner, with final expenses submitted by May 15th.

Role of the Hospital Deputy/Associate Hospital Deputy:

1. Assist the Hospital Representative.
2. Stand in for the Hospital Representative when asked.

Suggested Activities which may vary according to the needs of each VA Facility:

1. Any duties as requested by Voluntary Services which include but are not limited to preparation of monthly activity calendars for veterans and monthly volunteer schedule.
2. Establish a schedule of volunteer (on duty) days that Voluntary Services can count on you as Hospital Rep or your Deputy for attendance at their facility.
3. Handle Bingo on a regular schedule and supply prizes or recruit local units to sign up for these and other events, such as fairs and carnivals.
4. Assist with crafts/deliver craft items, cards, etc. to residents.
5. Escort veterans to various activities.
6. Keep vigil with patients in hospice unit.
7. Financial responsibilities as required by the facility or Department Headquarters.
8. Prepare vouchers to disburse donations on a monthly basis.
9. Keep a detailed record of donations received and expenditures.
10. Prepare thank you cards for all in-kind and monetary donations.
11. Order supplies and surgical assistance pillows.
12. Receive and disburse in-kind donations (keep records of value).

13. Attend monthly Recreation Committee Meetings or VAVS meetings as scheduled by the facility to keep abreast of happenings in the facility and to learn about the volunteer program as a whole.
14. Provide newspapers from across the state for the libraries/pods for the veterans.
15. Take orders for and deliver items needed from stores.
16. Make room visits, write letters, play cards, read to veterans.
17. Recognize patients with special cards for birthdays, holidays.
18. Be visible as an ALA representative, talking up other aspects of our programs such as nursing homes, Camp American Legion, homeless programs, etc.
19. Work with the ALA Poppy Shop to recruit veteran poppy makers.
20. Provide a "No next of kin" service by receiving the flag at a funeral if needed.
21. Provide a bereavement letter to the family when a member passes away.
22. Pass on un-needed in-kind donations to either homeless facility or other VAMC/NH.

FINANCE AND BUDGET:

Budget for Fiscal Year Ending 5/31/2024:

- Hospital Volunteer Uniforms: \$500
- Service to Veterans Pins: \$3,000
- Surgical Assistance Pillows: \$4,000
- Veterans Day and Christmas Cheer gifts: \$7,000

1. An itemized bill is required for any and all expenses to be reimbursed by Department. Prior approval by the Department President and the Finance Committee is required for any expense that will exceed the budget.
2. Submit all allowable expenses incurred for this program by May 15th.
3. If a chairman/volunteer wishes to donate expenses, proper accounting of the costs of this program must be submitted as outlined in number one above to provide the Finance Committee a true accounting of the costs of the program.
4. Review this program by March 1st to determine if funds allocated for general expenses, hospital volunteer uniforms, and/or awards meet the requirements or if adjustments should be made for the next fiscal year. Submit recommendation to the Department Executive Secretary-Treasurer.

MEASUREMENTS FOR SUCCESS:

1. Increase the number of Hospital Representatives and Deputies.
2. Retaining and adding volunteers.
3. Attendance at Volunteer Luncheons and recognitions.
4. Updating records to ensure volunteers receive proper recognition.
5. 100% Reporting.