VOLUNTEER COORDINATOR

Department: **Council On Aging**
Division: **N/A**
Appointing Authority: **COA Director**

Grade: **S1**
Revision Date: **6/17**
Bargaining Unit: **S**

Definition:

Responsible for a variety of administrative duties in the recruitment, training, coordination, screening and placement of volunteers for COA programs and for general program development; all other work as required that is logical to the position.

Supervision:

Works under the policy direction of the Council on Aging.

Reports directly to and works under the supervision of the Director.

May supervise or oversee volunteers.

Environment:

Varied work in a multi-task environment. Duties are performed under typical office conditions at the Senior Center. Operates standard office equipment. Noise levels are usually quiet to moderate but increase during scheduled heavily attended events or activities.

Performs varied, and responsible administrative functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

May have access to and control of confidential information or records subject to non-disclosure or limited disclosure pursuant to law, regulation or policy.

Has frequent contact with employees, departments, boards and committees, state and federal agencies, outside organizations, vendors, contractors, the general public, and daily contact with Center clients.

Errors in judgment and administration decisions may adversely impact operations, cause confusion or delay, cause an adverse impact on public opinion, or legal and financial repercussions, and lower standards of service to elders and their families.

Essential Functions: (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Responsible for screening volunteer applications, conducting volunteer interviews, oversees training and assessing individual's capacity and determines the appropriate placements to programs that best suit their skills, interests and abilities. General program duties include those specific to volunteers and the number of volunteers needed to accomplish same (e.g. senior tax work off, education/appreciation events, etc.) under the direction of the Activities Director or Director.

Collaborate with COA staff to orient new volunteers to COA programs and policies, including client confidentiality. Provide ongoing advice and training as necessary. Assists Director and COA board in the development and periodic review of the Volunteer Philosophy / Value Statement on the organization's use of volunteers. Maintains and updates Volunteer Manual as needed.

Meets with COA staff and volunteers involved in the revenue-based projects to develop comprehensive planning, marketing, implementation and evaluation of strategies. May attend COA board meetings.

Maintain volunteer database and tracking of hours. Assist in the media production of volunteer outreach for COA Newsletter, local newspapers and other media as appropriate to encourage volunteerism; public speaking to groups or other means.

Assess and monitor program needs; compile statistics, collect fees and donations and prepare reports and schedules that cover a variety of the activities of the department. Performs clerical duties of a varied and reasonable nature. Disseminate accurate up to date information on programs and services available to the community members. Assist or as assigned be responsible for general program development, implementation and evaluation in introducing to patrons and the public COA resources and programs. Coordinates annual volunteer recognition events and other methods of volunteer appreciation with individuals and groups. May assist in tax work-off participants coordination. Collect and manage volunteer program feedback to make program improvements.

May be responsible for facility from time to time in the absence of staff to monitor and report minor issues (e.g. water leak, broken window, etc.) to the appropriate individual (i.e., landlord, Central Maintenance department, etc.)

Minimum Qualifications:

Education and Experience:

Any combination of education and experience that would have provided the required knowledge and skills that enables performance of all aspects of the position is qualifying. A typical way to obtain them would be a high school education and involvement with community social services, volunteerism, gerontology or related field or considerable hands-on experience in elder services. Experience with Microsoft computer platform. Experience with MySeniorCenter™ data management system would be ideal.

Knowledge, Ability and Skill:

Ability to relate to community members of all ages and to deal effectively and appropriately with disruptive participants. Ability to develop and maintain harmonious relationships with town officials, community organizations and the general public. Ability to plan and manage others, requires effective written and oral communication skills and ability to communicate clearly and concisely. Must perform all aspects of job responsibilities with honesty and integrity.

Knowledge of elder services and community resources. Ability to make independent decision when circumstances warrant; must have patience, tact, cheerful disposition and enthusiasm and be willing to handle participants who may be upset or fearful due to personal losses or physical frailty.

Ability to keep accurate and detailed records; apply organizational skills efficiently with attention to detail; ability to perform effectively with frequent interruptions and to seek supervisory assistance as appropriate; to comprehend the full scope of departmental activities and policies, and the ability to independently initiate actions and make decisions in support of those policies.

Physical Requirements:

Varying physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files, books or other Senior Center materials up to forty (40) pounds. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing/speaking ability requirements include telephone duties and the ability to interact with others.

Special Requirements: Position requires a criminal records (CORI) and SORI check. May require occasional evenings or weekend work for special programs or events.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

Human Resources Director

6/21/17

Date

Revision History: 1/08, 7/13, 6/14, 6/17

Department Head

['S' Unit Review NG]