

VOLUNTEER AND COMMUNITY ENGAGEMENT MANAGER

DEPARTMENT: Administration

PRIMARY SUPERVISOR: Chief Operating Officer

Approved by: Chief Operating Officer

Date: January, 2019

FLSA: Exempt

POSITION SUMMARY

Responsible for multiple aspects of community engagement at Senior Services. To include assisting with and supporting efforts to communicate agency needs and information as well as meaningfully engage the community in Senior Services initiatives and programs. To that end, this position will be responsible for directing the agency volunteer management program which includes setting strategy, guiding organizational efforts, and streamlining processes related to volunteer management such as recruitment and retention, onboarding, training, matching with programs, recognition, satisfaction, communications, data and reporting across all areas of the agency. This position will specifically oversee the telephone reassurance volunteer program. Works with key organizational staff and volunteer liaisons in each area to ensure volunteer needs are met and adequate support for volunteer efforts is provided. Position serves as direct liaison between volunteers and staff of Senior Services' programs as needed.

QUALIFICATIONS

Education, Experience, and Training:

Bachelor's degree in human services related field, communications, public administration, public relations, or nonprofit management and/or relevant experience working in a community-based, non-profit agency. Experience working with people from diverse backgrounds, managing volunteers, organizing and leading teams, and working with older adults preferred.

Knowledge, Skills, Ability:

- Excellent organizational skills
- Proven ability to manage multiple projects and streams of information and prioritize effectively
- Excellent customer service, communication, listening and interpersonal skills
- Effective oral and written communication
- High proficiency with MS Word and other computer applications
- Ability to handle sensitive information in a confidential manner
- Flexibility and responsiveness

Physical Requirements:

Some travel, talking and listening, sedentary work. Not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS

40% Maintain and support a comprehensive volunteer management process for Senior Services which includes orientation, training, recognition, scheduling and ongoing support as needed; organize and lead a volunteer management team inclusive of volunteer liaisons across departments, coordinate training and task-specific orientation for volunteers across the organization; provide ongoing support and contact for agency volunteers and staff working with volunteers; works with key staff members in each area of the agency to assess volunteer needs and develop/execute a variety of strategies to recruit and retain a talented pool of people to meet these needs.

30% Distribute information to the community and public through multiple methods; including but not limited to representing the agency at a multitude of events, fairs and festivals, generating content for blog posts, AgeWise newspaper column, community calendar of events and various social media platforms. Assist in compiling information for online and print initiatives and ensure agency volunteer needs are represented in communication strategy.

15% Oversee volunteer recognition events such as planning activities for Volunteer Appreciation Week and Volunteer Reception; promote and maintain goodwill/contact with volunteers; manage volunteer application process including completing background screenings; ensure appropriate data entry into SERVTracker and that relevant application information is disseminated appropriately to programs; maintain monthly stats and reporting requirements; ensure integrity of volunteer data in SERVTracker.

10% Oversee the telephone reassurance volunteer program, this includes recruitment, orientation and training, ongoing support (supervision, scheduling, reporting) of volunteers participating in this program.

5% Conduct telephone assessments and in-home visits with participants in the Aging with Purpose initiative, as requested, to aid in data collection and support appropriate volunteer matching efforts in that program.

SUPERVISORY RESPONSIBILITIES

Work in conjunction with Senior Services program staff to coordinate key aspects of volunteer services in each program area. Oversee telephone reassurance volunteers.

AUTHORITY/ACCOUNTABILITY

Responsible for maintaining the confidentiality of volunteer information and ensuring proper training and support are given to each agency volunteer and staff person working with volunteers. Responsible for overseeing the telephone reassurance program and supporting assessment efforts in the Aging with Purpose pilot, as required.

PROBLEM SOLVING

Solve problems relating to communication platforms, strategies and messaging, as well as matching, training, recruiting and retaining volunteers, resolves safety and confidentiality concerns.