



Position: Volunteer Program Coordinator
Reports to: Community Engagement Director
Department: Community Engagement
Status: Non-Exempt Hours: 32-40
Date: 10/2023
Approved: John T. Mandeville

Job Function:

The CVCOA Volunteer Program Coordinator is responsible for supporting and implementing CVCOA's direct-service volunteer activities and collaborating with AmeriCorps Member and other Community Engagement and volunteer staff on recruiting, interviewing, and managing volunteers. A key task for this position will be matching volunteers with community members for a variety of direct service activities to help people continue living in the homes and communities of their choice. The Volunteer Program Coordinator will also take the lead in recognition of volunteers and coordinating data collection, analysis, and systems development to report and share the impact of all volunteer service activities at CVCOA.

Essential Functions:

1. Implementation of the Good Neighbor program, a robust, creative, and client-centered network of community volunteers engaging in a variety of direct-service activities.
2. Coordination and collaboration with AmeriCorps Member for volunteer matches.
3. Coordination of matches for Senior Companion program, providing peer-to-peer support.
4. Creatively coordinate and collaborate with other Community Engagement staff on recruitment, orientation, training, management and recognition of volunteers.
5. Collect, extrapolate, analyze, and report data for reporting and storytelling.
6. Collaboratively build community partnerships and capacity. Grow a network of local supports for older adults in the community.
7. Other duties as assigned.

Job Functions:

1. Collaborate with other Community Engagement staff to recruit, orient, train, manage and recognize volunteers who serve older adults, either directly or through contracted partners.
2. Process background checks and maintain up-to-date and compliant files on active volunteers with CVCOA.
3. Assist with recruiting, orienting, and training AmeriCorps member in accordance with our AmeriCorps sponsor and CVCOA.
4. Ensure confidentiality of clients.
5. Maintain all necessary program records in accordance with program guidelines and requirements.
6. Monitor volunteer activity to assure appropriateness of placements and be accessible to requestors.
7. Manage Better Impact database to maintain all records necessary for programs: volunteer & client contact information, status, matches; volunteer background checks and related records, etc.
8. Extrapolate, analyze, and communicate data required for AmeriCorps reporting, grant activity reports, board reports, and fundraising campaigns to showcase the impact of volunteer service.

9. Make volunteer-client matches; manage volunteer or client concerns, communicating larger needs to appropriate departments, program team, or supervisor.
10. Attend weekly team meetings to discuss current direct services as well as onboarding progress and monthly department meetings to collaborate on direction of volunteer programs.
11. Collaborate with Philanthropy and Communications team to communicate volunteer impact and stories that support development of outreach materials and fundraising campaigns.
12. Process monthly timesheets, travel and meal reimbursement forms and prepare stipend payroll.
13. Maintain all necessary program records in accordance with program and grant requirements, and submit program activity reports as assigned.
14. Collaborate with Community Engagement staff on volunteer recognition projects and events.

Knowledge, Skills, and Abilities:

1. 2+ years' experience or education in volunteer management, social services, nonprofit administration, communications, or related field.
2. Able to work well with people in a variety of situations and to create partnerships in local communities.
3. Able to manage a diverse group of volunteers and clients.
4. Attentive to detail, well-organized, and able to collaborate and solve problems.
5. Preferred knowledge or willingness to learn issues related to older adults, caregiving, and community service.
6. Effective written and interpersonal communication; experience with public speaking helpful.
7. Access to reliable transportation.

Computer Skills:

1. Microsoft Office Suite (Word, Excel, Outlook, Publisher & Power Point).
2. Experience with or ability to learn volunteer management database and client database.
3. Desired experience with online communication and storytelling tools.

Physical Demands:

1. Able to travel within 3-county area in a variety of weather conditions.
2. Able to lift up to 15 pounds periodically (as necessary for volunteer events.)

Mental Demands:

1. Able to prioritize and multi-task.
2. Able to be self-motivated and to work independently without daily supervision.
3. Able to collaborate with a team and communicate with kindness and respect.

Working conditions:

1. Ability to serve in a shared office space.