

North/Eastside
S E N I O R
Coalition

Job Description

Job Title: **Volunteer Coordinator**
Reports To: Programs Director

GENERAL PURPOSE OF THE JOB:

The Volunteer Coordinator works autonomously on activities associated with the Madison Coalition of Older Adults' Home Chore Program (with the East Neighbors Joining Old & Young or ENJOY Program) and intergenerational community resources. Responsible for coordinating and managing volunteers to do chores in the homes of senior adults in accordance with the policies and procedures of the Home Chore Program and the North/Eastside Senior Coalition. Also responsible for coordinating and managing volunteers and participants involved with intergenerational programs. Gathers program data and submits reports. Relies on experience and judgment to plan and accomplish goals. All functions are carried out in accordance with the policies and procedures of the North/Eastside Senior Coalition.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Interviews, trains, and matches volunteers in accordance of Home Chore procedures.
- Screens volunteers to ensure a proper match; facilitates initial meeting of volunteer and client.
- Serves as volunteer recruiter for city wide Home Chore Program.
- Conducts background checks on potential volunteers; validates references.
- Communicates effectively with NESCO case managers on status of matched clients and those on the waiting list.
- Assesses matches of volunteers and senior adults on a continuing basis to ensure appropriateness of match.
- Attends all required meetings for the position including ENJOY, Home Chore Coordinators, and any other deemed necessary by supervisor.
- Facilitates weekly ENJOY meetings during the school year at Madison East High School; works cooperatively with Madison East High School staff assigned to ENJOY Program.
- Submits information to newsletter by monthly deadline.
- Performs record-keeping and computation for required reports and submits reports on time.
- Adapts and tries new practices to expand and maintain increased attendance.
- Works courteously, cooperatively, productively, and professionally at all times with fellow staff, volunteers, and participants.
- Coordinates and monitors intergenerational activities that cultivate youth-senior adult partnerships.
- Recruits youth and senior adults to participate in intergenerational activities.
- Network within Madison's north/eastside community to establish connections with school teachers, youth groups, senior residential facilities, and individuals whom have experience in intergenerational programming.
- Provides monthly Intergenerational Program status reports to the Personnel Committee.
- Designs ads, flyers, posters for marketing purposes.
- Acts as webmaster for NESCO website.
- Attends NESCO All-Staff meetings.
- Participates in continuing education opportunities in topics related to this position.

- Assists in planning and staffing all NESCO fundraising efforts.
- Represents NESCO at a variety of professional events, meetings, and other community events when appropriate.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

Home Chore/ENJOY volunteers, Intergenerational volunteers

EDUCATION AND/OR EXPERIENCE:

Associate’s degree (AA) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as operating and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of staff.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ration, and percent.

REASONING ABILITY:

Ability to solve practical problems; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form).

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Wisconsin Driver License

OTHER SKILLS AND ABILITIES:

- Strong communication/people skills (to include patience, tact, and discretion)
- Broad knowledge of senior adult population
- Experience working with volunteers
- Experience working as a team
- Strong organizational and management skills
- Sensitivity to issues of diversity including issues related to gender and ethnicity
- Computer skills (MS & Adobe)

OTHER QUALIFICATIONS:

Access to personal transportation

PHYSICAL DEMANDS:

| Under 25% of the time | 25-75% of the time | Over 75% of the time |
|-----------------------|---|----------------------|
| taste or smell | stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl | Talk or hear |

This job requires up to 25 pounds of weight be lifted or force be exerted (under 25% of the time).

VISION REQUIREMENTS:

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision and ability to judge distances)

- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

WORK ENVIRONMENT:

This job involves working near mechanical parts and has a risk of electrical shock (under 25% of the time). This job is also exposed to moderate noise (business office with computers and printers).

Job description updated and approved by:

Employee Signature

Supervisor Signature

Employee Printed Name

Supervisor Printed Name

Date

Date