

The Center for Volunteer Caregiving
Job Description
Volunteer Coordinator

Objective: To provide coordination of services for 10-15 trained Volunteers, beginning with assignment to Care Receiver and all follow up. The Volunteer Coordinator will be the link to Center staff that makes growth manageable, contributes to efficient and effective service and provides the personal support needed to build relationships and retain volunteers in a system of coordinated care.

Under the direct supervision of the Services Coordinator, the Volunteer Coordinator will perform the following duties:

1. Review Volunteer records as assigned and initiate contact with Volunteers to be familiar with their availability, interests and potential assignments. Active Volunteers will have access to the waiting list.
2. Review the current waiting list of Care Receivers each month and determine if the needs of the Care Receivers listed match the interest and availability of the volunteer.
3. Contact the Services Coordinator for additional information on the Care Receiver.
4. Contact the Care Receiver to let him/her know that a volunteer has been found to assist with the requested service and confirm the help is still needed. (With older adults and adults with disabilities, needs can change.)
5. Provide the Volunteer information about the Care Receiver along with their phone number. It is the responsibility of the Volunteer to contact the Care Receiver and arrange the first service.
6. Contact the Services Coordinator by phone or email to confirm the match has been made.
7. Follow-up with Care Receiver and Volunteer a week later to ensure contact.
8. Communicate with staff pertinent information concerning Care Receivers, Families and Volunteers.
9. Maintain written documentation concerning Volunteers including assignments made and action taken.
10. Maintain monthly contact with Volunteers and Care Receivers in the interest of providing quality service and building rapport.
11. Insure that Volunteers track and report service hours to The Center. Track and update volunteer driver's license and insurance information.
12. Attend quarterly Coordinator meetings.

Qualifications: Completion of Coordinator Training (1 ½ hours), plus Volunteer Orientation, if not already attended. Volunteer experience with The Center and a strong knowledge base of The Center, our policies and scope of services, are strongly preferred. Strong leadership, organizational and administrative skills; ability to coordinate and delegate tasks with attention to detail; and strong written and verbal skills, strongly preferred. Proficient computer skills, including email, and database management experience, preferred. Previous experience in volunteer administration and knowledge of community resources, helpful.

Estimated time commitment: 5-10 hours per **month** depending on number of volunteers and responsiveness. A one-year commitment to this service is requested.