

**HEARTS AND HANDS – FAITH IN ACTION
JOB DESCRIPTION**

**Job Title: Coordinator of Volunteer Services
FLSA Status: Non-Exempt; 20 Hours Per Week**

Department:	Program	Reports to:	Program Director of Services
Approved By:	Aaron Carlson, Executive Director	Updated:	October 2021

SUMMARY OF DUTIES:

The coordinator of volunteer services is responsible for coordinating appointments with our care receivers. This position matches a care receivers' requested appointment for transportation, social visiting, light domestic errands, or caregiver respite with an appropriate volunteer. Interested candidates should email their resume to info@heartsandhandsfia.org

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Monitors a wait list for services, schedule, and conducts intakes for new care receivers within assigned service area.
- Accurately records demographic and intake information into electronic scheduling system for care receivers and volunteers.
- Receive requests for appointments from care receivers between the hours of 9:00 a.m. and 1:00 p.m.
- Maintain a high level of customer satisfaction and professionalism when working with a vulnerable and elderly population of care receivers.
- Record appointments in our electronic appointment scheduling system for care receiver requests.
- Identify volunteers to fill requests and provide volunteers with information to fulfill the request to the care receivers' satisfaction.
- Engage and follow-up with care receivers and volunteers regarding visits by celebrating success and coaching through any issues or concerns.
- Monitor and approve requests for volunteer mileage reimbursement.
- Provides timely communication of program updates and materials/policy changes to care receivers and volunteers.
- Provide referrals to appropriate agencies as necessary.
- Engage with public audiences by attending volunteer recruitment events and manning a table or addressing small audiences.
- Attend and network with other agencies and staff as requested.
- Performs other duties as assigned by the program director.

SUPERVISORY DUTIES:

None.

EDUCATION, TRAINING, EXPERIENCE, AND CERTIFICATION:

Desires an associate degree in human services or social work or equivalent experience in elder care service deliver and/or customer service.

Requires proficiency in Microsoft Excel and Word. Preferred experience includes working with not-for-profit entities, human service industry experience, and experience working with a scheduling software such as Assisted Rides.

Possession of a valid NYS driver license, insurance, and a dependable care to conduct business outside of our Amherst corporate office. Travel time for this position is less than 15% of the time.

MATHEMATICAL SKILLS:

Must be able to demonstrate the ability to work with mathematical concepts such as probability and statistical inference. Needs to be able to apply concepts such as fractions, percentages, ratios and calculate figures and amounts such as discounts, interest, and percentages.

LANGUAGE/COMMUNICATION SKILLS:

Must possess excellent verbal and written communication skills; must be able to work independently with good time management and organizational skills. Demonstrated ability to interact with a vulnerable and elderly population. Possess the ability to write reports, business correspondence, and letters. Proven ability to effectively present information and respond to questions from groups of staff, managers, members, and customers.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to sit for long periods of time; use hands to finger, handle or feel objects, tools or controls; and to reach with hands and arms. The employee is occasionally required to stoop, bend, crouch or crawl. The employee may occasionally lift and/or move up to 20 pounds.

WORK ENVIRONMENT:

The work environment is an office setting.

We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.