



## Job Description

Position Title: Volunteer Coordinator Assistant

Reports To: Volunteer Coordinator

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### Primary Responsibilities:

Under the supervision of the Volunteer Coordinator, provides administrative and program support in coordination of volunteers for programs that include but not limited to; Friendly Visits, Escorted Transportation, Telephone Reassurance, Falls Prevention and In-Home Respite. Collaboration with the Volunteer Coordinator and other staff to assure optimal quality program services to volunteers, participants and their families. This position provides an opportunity to work with the elderly, persons with disabilities, family members and other community agencies.

### Essential Duties:

- Verification of volunteer assignments and paperwork.
- Administrative assistance as needed, answering phones.
- Assists with volunteer contact and outreach. Follow-up for ongoing service provision (e.g. friendly visits; transportation; respite services; telephone reassurance; falls prevention, etc.) when necessary, and report in efficient and timely manner to Volunteer Coordinator.
- Assists with various program operations, including preparing training material, enrollment packets, and bulk mailing.
- Update and maintain volunteer recruitment and orientation packets.
- Assist with orientations, trainings, and coordination of events.
- Client intake and client status updating as required.
- Data entry into NewOrg Management Database. Maintain quality of data and run reports.

### Other Duties:

- Assist Volunteer Coordinator as needed, to support, implement and/or complete projects.
- Perform other duties as assigned.
- Answer phones, process and fill ride requests, assist participants with coordinating resources.

**Work Hours:** Part Time

**Knowledge and Skills:**

- Computer proficient in Microsoft Office – Word, Excel and Outlook
- Excellent oral and written communication, and ability to give and follow oral and written instructions.
- Manage work load and prioritize tasks to complete projects. Excellent follow-up.
- Ability to show empathy when dealing with clients and volunteers
- High degree of discretion dealing with confidential information

This position provides an opportunity to work with the elderly and their families in a small non-profit. Patience, flexibility and the willingness to work as a member of team is required.

**Education/Experience:**

AA degree or above in Social Services or High School diploma with 3-5 years hands on experience in a related area or equivalent work experience. Nonprofit or service-related industry for minimum of 1 - 3 years is highly desired