

Job Title: Volunteer Coordinator

Reports to: Executive Director – Heart of the Valley, SERVICES FOR SENIORS, Inc. – www.servicesforseniors.org

Exempt / Nonexempt: Nonexempt and part-time.

Agency Description

Heart of the Valley SERVICES FOR SENIORS, Inc. a 501 (c)(3) is committed to facilitating, advocating and supporting independent living for seniors residing in west Santa Clara Valley. Our volunteers provide escorted transportation and also help with yard work, house projects, shopping and errands, handy man projects, provide computer assistance, help with paperwork, pick up household hazardous waste, and take pets to the vet or groomer. Office volunteers support to the HOV Staff.

Job Summary:

The Volunteer Coordinator is well-organized, dependable and possesses excellent interpersonal skills both in a group setting and on an individual basis and is responsible for recruiting screening, interviewing and providing orientations to potential volunteers. Also responsible for developing volunteer materials. Supervise and support Volunteer Coordinator Assistant's Deliverables. Other duties as assigned.

Duties/Responsibilities:

- Maintain volunteer recruitment tools.
- Recruit, screen, interview and train new volunteers - Maintain volunteer services statistics.
- Maintain effective communication with volunteers via mail, phone and social networking sites.
- Create and maintain volunteer files, database and program manual.
- Evaluate and update the end-to-end volunteer process.
- Ensure student and Volunteer Coordinator Assistant activities schedule.
- Provide direction to Volunteer Coordinator Assistant - Assign, review and sign off on all Volunteer Coordinator Assistant deliverables.
- Volunteer Advocacy and Support.

Yearly

- Provide annual evaluations and background updates of existing volunteers.
- Research, adopt and utilize volunteer recruitment tools and methods.

Special Events

- Organize and participate in volunteer appreciation activities and events.
- Summer - preparation for and active attendance at local nonprofit fairs/summer festivals/seminars.
- Yearly – preparation for and active attendance at local speaking events.
- Organize and participate in fundraisers and speaking events.
- Coordinate public relations with the purpose of recruiting volunteers and increasing public awareness of the Heart of the Valley program and its goals and activities.

Required Skills/Abilities:

- The ability to work effectively with diverse ages and types of personalities.
- A professional demeanor and a high level of discretion in the management of confidential information.
- Strong public speaking skills with ability to motivate others.
- Ability to work well independently as well as part of a team.
- Strong computer skills and working knowledge of Windows, Microsoft Word, Excel, social media tools-etc.
- Must have excellent communication skills, both verbally and in writing.
- Demonstrated ability to successfully multi-task.
- The ability to communicate with, supervise and empower volunteers to be effective in their roles.
- Commitment to Heart of the Valley's goals and mission.

Education and Experience:

- Bachelor's degree.
- 1 – 3 years of related office work experience and skills.
- Social Media a plus – LinkedIn, Facebook, Instagram, Twitter.

Physical Requirements:

- Sitting at a desk; working on a computer/telephone; lift 20 lbs, as needed; Small office setting.

Compensation:

- 19 hours per week / 5 days per week (9 – 1 p.m.) - \$25 per hour.
- Benefits: sick days and generous holiday time off.

To Apply: Send resume to: Sylvia Abboud, Executive Director sylvia@servicesforseniors.org

