

## Volunteer Services Manager

### Mission

*ElderHelp strives to enhance the quality of life for seniors by providing information and services that help them live independently and with dignity.*

### Values

*Compassion ~ Integrity ~ Community ~ Accountability ~ Respect ~ Excellence*

### Organizational Expectations

*ElderHelp employees are expected to be flexible, positive, have a good sense of humor, contribute to the solution, seriously integrate the organization's values into their work, and work hard to make a difference in the lives of seniors.*

### POSITION EXPECTATIONS

ElderHelp's Volunteer Services Manager is an organized, detail-oriented, friendly and collaborative self-starter. Exercising independence, good judgment and positively finding solutions is essential.

### POSITION SUMMARY

This role is responsible for overseeing all volunteers and coordinating volunteer services for ElderHelp clients. Please note that during COVID-19 this position's responsibilities are more task oriented and the coordination of volunteer services is completed more administratively. This will change once we are able to resume some of our in-person services.

### REPORTS TO

Care Coordination Manager

### ESSENTIAL FUNCTIONS

- Screens, interviews and selects volunteers to join ElderHelp's team.
- Develops, implements, and oversees new volunteer programs, or positions, based on agency or client needs.
- Responsible for coordinating volunteer assignments related to client services.
- Facilitates the matching process between ElderHelp clients and volunteers through assessment of both the volunteer's and client's strengths, interests, skills, and specific needs.
- Monitors matches and ensures that both volunteers and clients are following ElderHelp guidelines.
- Responsible for finding appropriate coverage for volunteer services when needed.
- Acts as liaison between volunteers, Care Coordinators and other staff to ensure that pertinent information is being communicated among all parties.
- Provides support and ongoing communication with volunteers via emails, letters and phone calls regarding client needs, status and related concerns.
- Maintains positive environment for a diverse spectrum of volunteers.
- Ensures that all services provided by volunteers meet the quality standards and values of the agency.
- Develops and updates department manuals, policies, forms, position descriptions and evaluation materials.

- Maintains accurate and current metrics on all volunteer services including tracking and reporting volunteer hours.
- Involved in planning volunteer recognition and retention activities.
- Involved in the development, coordination and enhancement of training programs for volunteers.
- Coordinates volunteers for all agency events.
- Other duties as assigned.

**MINIMUM QUALIFICATIONS:** Bachelors Degree or higher required. Minimum of 3 years' experience of volunteer coordination experience required. Nonprofit or social work experience and bilingual preferred. Strong verbal and written communication skills and advanced knowledge of MS Word, Excel, Outlook and web-based software are essential. Demonstrated ability to multi-task in busy environment is vital.

**SALARY:** This is a full-time, hourly position (40 hours/week – some nights and weekends required), \$16-\$20/hour DOE, plus benefits.

**HOW TO APPLY:** Submit cover letter and resume to Elizabeth Wagner, Care Coordination Manager, at [ewagner@elderhelpofsandiego.org](mailto:ewagner@elderhelpofsandiego.org) by March 1, 2021. Resumes submitted without a cover letter will not be considered. Please no phone inquiries, fax transmittals, or walk-ins.

*This Job Posting is intended to describe the general nature and level of work being performed. It is not meant to be construed as an exhaustive list of all responsibilities, duties and skills required by this job classification.*

*ElderHelp of San Diego is an equal opportunities employer that values diversity in its many forms. ElderHelp does not discriminate in its employment practices or policies on the basis of race, color, creed, ethnic or national origin or ancestry, age, gender, religious beliefs, sexual orientation, veteran status or disability.*