



## 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 - we are supportive, caring, and strive to strengthen the lives of others*
- INTEGRITY - we do the right thing when no one is looking and remain focused on those we serve*
- COMMUNITY – we seek collaboration and effective communication*
- ACCOUNTABILITY – we are dependable and responsible*
- RESPECT – we honor the process of aging, consider the ideas of others, and value diversity*
- EXCELLENCE – we are responsive, innovative and strive for quality in all we do*

### Organizational Expectations

ElderHelp employees are expected to be flexible, positive, contribute to the solution, 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.

### REPORTS TO

Care Coordination Manager

### ESSENTIAL FUNCTIONS

- Screens, interviews and approves volunteers to join ElderHelp's team
- Develops, implements, and oversees new volunteer programs, or positions, based on agency or client needs
- Coordinates volunteer assignments related to client services

## **VOLUNTEER SCREENING & COORDINATION**

- 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
- Finds back up volunteers for client matches as 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
- Produces volunteer newsletter
- Maintains positive environment for a diverse spectrum of volunteers

## **TRACKING & REPORTING**

- Ensures that all services provided by volunteers meet the quality standards and values of the agency
- Develops and updates department manuals, policies, forms, job descriptions and evaluation materials
- Maintains accurate and current metrics on all volunteer services including tracking and reporting volunteer hours

## **VOLUNTEER RETENTION & ENGAGEMENT**

- Works with Volunteer Services Team to plan and execute volunteer recognition and retention activities
- Works with the Volunteer Services Team to develop, coordinate and enhance training programs for volunteers
- Coordinates communication related to agency partnerships
- Coordinates volunteers for agency events
- Other duties as assigned

**MINIMUM QUALIFICATIONS:** Bachelor's Degree or higher required. Minimum of 2 years 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 & BENEFITS**

This is a full-time, hourly position offering \$20-23/hour DOE, plus benefits. ElderHelp offers a generous benefits program:

- 100% employer paid Gold-level medical and dental plans
- No waiting period for benefits enrollment
- 100% employer-sponsored telemedicine solution

- Flexible and hybrid work schedule
- 401(k) plans and employer matching
- 10 paid holidays
- Employees are provided an additional one-week paid time off in addition to vacation and sick accrual
- Professional development
- Education reimbursement
- Team bonding days

### **WHO WE ARE**

ElderHelp has a culture of teamwork and inclusion where we believe we are better together. We value the differences in our community and believe those differences are what make us a stronger organization. We offer opportunities for staff to participate in DEI trainings and create safe spaces to learn and share about this important work.

Our Board of Directors, staff, and volunteers come together with a shared passion for our mission supporting each other to meet the needs of the community we serve.

### **TO APPLY**

Send cover letter and resume to Elizabeth Wagner at [ewagner@elderhelpofsandiego.org](mailto:ewagner@elderhelpofsandiego.org). Please refer to our website for more information on services and programs. 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.***