

JOB DESCRIPTION

Job Title: **Volunteer Services Administrator – Senior Wellness**
Responsible to: Executive Director
Hours: 20-25 hours per week. Days/hours flexible.
Location: Hybrid- King of Prussia, with option to work some hours from home

Primary Objective

To engage new/existing volunteers and match them with rewarding roles in impactful programs benefiting Seniors. This role serves a dual mission, promoting senior wellness through volunteer services for the elderly as well as promoting senior wellness through volunteerism. This involves responding to inquiries, coordinating outreach activities, working with internal and external partners.

Responsibilities

Respond to all inquiries, via email, phone or online and ensure they receive appropriate information in a timely manner.

Provide excellent customer service when handling inquiries and throughout the process of onboarding new volunteers.

Assist with the recruitment and onboarding of new volunteers to ensure they are a good fit for their assignments in senior wellness programs.

Follow up with volunteers placed in senior wellness programs to ensure they onboard successfully and are satisfied with their placements and collect outstanding volunteer hours each month.

Coordinate volunteer services for clients and keep records of services provided. Communicate with clients and volunteers to ensure service requests are handled efficiently. Conduct annual client surveys.

Cultivate relationships with key community partners to help recruit senior volunteers including retirement groups, HR departments, 55+ communities.

Plan, coordinate, and host volunteer information sessions (VIS) & other volunteer recruitment events with a focus on enrolling volunteers ages 55 and up. Work with the PR Manager and community supporters to promote these events.

Make presentations to target groups, typically 15-30 people.

Provide support to a small team of volunteer champions by providing information materials and guidance so they can recruit volunteers by word of mouth and 'friend-raising'.

Identify new partners where RSVP volunteers can be placed to enhance senior wellness. Helping to secure Memorandum of Understanding agreements from partner agencies in collaboration with Community Outreach and Volunteer Services Coordinator

Obtain outcomes data from partner agencies for a few specific programs

Support volunteer recognition by providing nominations and supporting documentation for volunteer service awards.

Assist in preparing monthly reports for the ED and grant progress reports.

Develop a good working relationship with other staff and work together to provide seamless service and coverage for each other.

Perform other related duties as assigned

Job Requirements

- Passion for seniors and supporting our vision of empowering volunteers to improve the education and wellness of vulnerable populations
- Experience of working with seniors preferred, a social worker background is desirable.
- Excellent communication skills, in writing, by phone and in-person
- Customer service / volunteer management experience
- Ability to work independently and as part of a team
- Strong organizational skills with administration experience, in an office environment
- Presentation skills with the ability to engage individuals and groups
- Intermediate Microsoft Office skills in Word, Excel, PowerPoint, Outlook, SharePoint, and experience working with databases
- Experience working with volunteers is highly desirable
- Access to reliable transportation and the ability to occasionally travel within the tri-county area
- A successful applicant must be able to secure all necessary clearances, as a condition of hire.

To apply, please email a cover letter (including salary requirements) and resume to applications@rsvpmc.org.

01/29/22