



Medical Escort Coordinator

FriendshipWorks' mission is to reduce social isolation, enhance quality of life and preserve the dignity of elders in Boston and Brookline. We accomplish this mission by recruiting and training volunteers of all ages, faiths, and backgrounds who provide friendship, advocacy, education, assistance, and emotional support to isolated older adults.

FriendshipWorks operates five programs throughout Greater Boston. Friendly Visiting program connects elders one-on-one in their homes with volunteers who provide company, friendship, and support. Friendly visiting matching is provided in all of Boston's neighborhoods, Brookline, Newton, Cambridge and Somerville. Friendly Helping provides short-term assistance in Boston and Brookline. Two other programs foster connection in congregate settings - PetPals and MusicWorks.

Medical Escorts is a "door-through-door" service where volunteers accompany elders to medical appointments, providing personalized support before, during, and after the visit. While the program does not provide transportation, volunteers accompany elders on their visits throughout Boston and Brookline. The program recruits both English and Spanish-speaking volunteers.

DESCRIPTION

Position Summary:

The Medical Escort Coordinator oversees all aspects of the Medical Escort Program. As such, the coordinator is responsible both for the day-to-day management of the program (e.g. filling requests for escorts, conducting intakes, training/supporting volunteers, supervising interns) as well as longer-term strategic planning and action (e.g. designing projects to grow the program, engaging in targeted outreach).

Depending on staffing and several pending grants, this position will also likely provide coverage for our Friendly Helping program, which provides short-term assistance on a variety of tasks to older adults. The functions around older adults and volunteers are similar to medical escort.

This position is currently a hybrid position, with 2-3 days in the downtown office (Chinatown/Downtown Crossing) and the rest doing outreaching, visiting elders, and/or working from home.

RESPONSIBILITIES:

Overall:

- Commitment to FriendshipWorks' mission and volunteer-driven model.
- Be a spokesperson for all FriendshipWorks programs in the assigned neighborhoods.

- Supervise and train interns, volunteers and staff as needed.
- Maintain strong communication with the main office.
- Work with the Director of Programs and other program staff on defining and measuring impact goals; responsible for reporting on volunteers, elders, and matches.
- Plan, with the Friendly Visitor Team, volunteer appreciation events.
- Participate in, and be community liaison for, FriendshipWorks events such as the Walk to End Elder Isolation.
- Bring funding opportunities, potential donors and board members to the attention of the Director of Programs and/or Executive Director.
- Other responsibilities as assigned.

Medical Escorts:

- Conduct outreach to hospitals, doctors' offices, home care agencies, home nursing agencies, etc. to raise the visibility of the program, to develop a pipeline of referrals and to generate interest in volunteering.
- Conduct phone intakes with referral sources and elders to determine needs, collect information, and determine appropriateness of referral.
- Recruit, interview, and train new medical escort volunteers.
- Coordinate medical escort requests and provide volunteers with weekly opportunities.
- Maintain weekly and monthly schedules for all escort requests.
- Engage in direct service (only) as a back-up when needed to complete medical escorts.
- Host at least one volunteer appreciation event for volunteers and support organization-wide efforts to support volunteer engagement.
- Responsible for maintaining data about elders, volunteers, escorts and referrals sources in Salesforce, and other data as needed on shared folders such as outreach efforts.

Friendly Helping:

- Conduct outreach to develop a pipeline of referrals and to generate interest in volunteering.
- Conduct intakes and in-person visits for new elders to determine needs, collect information, specifics of task request, and observe home environment.
- Recruit, interview, and train new medical escort volunteers.
- Coordinate friendly helping requests and provide volunteers with weekly opportunities.
- Responsible for maintaining data about elders, volunteers, escorts and referrals sources in Salesforce, and other data as needed on shared folders such as outreach efforts.

Other duties as assigned

QUALIFICATIONS

- Experience in and passion for community outreach and engagement.
- Experience and sensitivity in assessing the needs of elders.
- Excellent organizational skills; detail oriented.
- Ability to work independently and as part of a team.

- Excellent communication, public relations, and interpersonal skills.
- Comfort with setting healthy boundaries/delegating tasks as needed.
- Ability to foster volunteer commitment or experience with volunteer management.
- Bachelor's degree or equivalent work experience a plus.
- Knowledge of health and social service resources in Boston preferred.
- Strong computer skills; familiarity with Salesforce or other databases a plus.
- Bilingual Spanish-English strongly preferred.

Salary low 40's. Send a cover letter and resume to: jobs@fw4elders.org. Please put Medical Escort Coordinator in the subject line.

FriendshipWorks strives to create a diverse and inclusive culture where everyone feels welcome and supported. FriendshipWorks provides equal employment opportunities without regard to race, color, national origin, religion or creed, gender, sexual orientation, marital status, age, veteran status, disability or any other legally protected status recognized by federal, state or local law with respect to employment opportunities. Individuals from underrepresented groups are especially encouraged to apply.