



Friendly Visiting Coordinator, Bilingual Spanish-English (FT)

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 six programs throughout Greater Boston. One of the cornerstones of our work is our Friendly Visiting program that 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. Other core programs include Medical Escort and Friendly Helping. We also operate two programs that foster connection in congregate settings - PetPals and MusicWorks. We currently have staff for Friendly Visiting, Friendly Helping and Medical Escorts who speak both English and Spanish.

DESCRIPTION

Position Summary:

The Friendly Visiting Coordinator is a full-time position. **The position is responsible for all aspects of the Friendly Visiting program in assigned Boston neighborhoods** (e.g. Jamaica Plain, Roslindale, Roxbury, Dorchester, Hyde Park, Mattapan). In addition, this position will share responsibility for the matching and support of Spanish-speaking older adults throughout FriendshipWorks' service area.

Primary responsibilities include outreach, volunteer recruitment and screening, matching, home visits, and reporting. Additionally, the Coordinator is responsible for regular community engagement and leadership of local neighborhood initiatives that serve the FriendshipWorks mission. The position requires the ability to work independently, as well as in coordination with other Friendly Visitor Coordinators and the Friendly Visiting Manager.

This position normally spends 2-3 days downtown, with the rest of the time spent in assigned neighborhoods and some hours in between can be worked remotely. While travel can occur on public transportation, **access to a car can be helpful but not required. Occasional evenings and weekends may be required.**

RESPONSIBILITIES:

- Commitment to FriendshipWorks' mission and volunteer-driven model
- Be a spokesperson for all FriendshipWorks programs in the assigned neighborhoods
- Supervise and train interns and volunteers as needed.
- Maintain strong communication with the main office.

- Work with the Friendly Visiting Manager, Director of Programs and other program staff on defining and measuring impact goals; responsible for reporting on volunteers, elders, and matches.
- Help plan 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.

Friendly Visiting:

- Conduct outreach for referral of appropriate elder recipients.
- Establish relationships with providers and organizations serving elders in assigned neighborhoods.
- Support the Volunteer Coordinator around recruitment in one's neighborhoods.
- Oversee the onboarding of new volunteers (interview, screen and train) within one's designated neighborhoods.
- Conduct home visits to assess needs and appropriateness of elder referrals.
- Assign volunteers to be matched with elders according to their needs.
- Provide supervision and support to volunteers and recipients.
- Maintain program data base on volunteers, recipients and referral sources.

Community Engagement:

- Work with key partners in neighborhoods and develop new partnerships.
- Develop and maintain partnerships in assigned neighborhoods.
- Other duties as assigned.

Other:

- May occasionally support staff in regard to Spanish-speaking older adults trying to access our medical escort program.
- May occasionally assist FriendshipWorks' Communication Manager in proofing outreach materials in Spanish.
- Other duties as assigned.

QUALIFICATIONS

- Must be bilingual in Spanish and English, and have excellent written and oral communication skills in both languages.
- Demonstrated experience in interviewing and assessing appropriateness of a target population and/or volunteers for participation in a program.
- Skill in assessing compatibility between volunteers and older adults to make appropriate matches as required for monthly goals.
- Experience and sensitivity in assessing the needs of older adults.
- Experience or comfort working directly with diverse communities, particularly of color.
- Excellent leadership and organizational skills, including attention to detail and ability to manage multiple tasks simultaneously.
- Ability to work independently, but also 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.
- Experience in and passion for community outreach and engagement.
- Knowledge of health and social service resources in Boston preferred.
- Knowledge of Boston strongly preferred.
- Strong computer skills; familiarity with Excel, Salesforce or other databases a plus.

Please send a resume and cover letter to jobs@fw4elders.org. No phone calls please.

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.