



## Volunteer Coordinator (FT)

FriendshipWorks' mission is to reduce social isolation, enhance quality of life and preserve the dignity of elders in Boston, Brookline, Cambridge, Somerville and Newton. 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 - Friendly Visiting, Friendly Helping, Medical Escorts, PetPals and MusicWorks - throughout Greater Boston, all designed to foster connection and improve quality of life for older adults and volunteers. We have staff who speak both English and Spanish, although we support older adults who speak a multitude of languages.

### DESCRIPTION

#### Position Summary:

This is a new position that will report to the Director of Programs. The position's primary responsibilities are to support volunteer recruitment and engagement, and to lead the development of education and/or resources to support volunteers in our programs. About 85-90% of the time will be focused on these functions and working with program staff.

The position will also spend, on average, about 10% of the time focused on the recruitment of volunteers for other areas of the agency, supporting volunteers in our agency events, connecting communication staff to our volunteers, and working with program and development staff on recruitment of volunteers at targeted workplaces.

Currently the position is based at least 2 days in the office, with the remainder of the time out in the community or working remotely. The candidate must be willing to work an occasional flexible schedule that includes Saturday or Sunday (at least 1X/ mo), especially during the warmer months. Periodic access to a car is preferred but not required.

### RESPONSIBILITIES:

#### Overall:

- Commitment to FriendshipWorks' mission and volunteer-driven model
- Participate in FriendshipWorks events such as the Walk to End Elder Isolation
- Be the initial point person for coordinating internship opportunities throughout the organization
- Ensure the recruitment of volunteers is consistent with FriendshipWorks' strategic plans and DEI efforts

#### Programs: Volunteer outreach, recruitment and engagement

- Conduct outreach to recruit volunteers for programs, including emails and phone calls, distributing printed material to organizations, creating new postings online, conducting presentations, participating in volunteer fairs, and identifying and building relationships with organizations and schools
- Identify and cultivate volunteers who could present to their coworkers in the workplace about their experience, as well as present to employers about how their employees can volunteer
- Support initial onboarding of volunteers, respond to volunteer inquiries, and assisting staff with references, background checks, and volunteer training as needed
- Strategize with programs, as needed, about new uses of volunteers
- Serve as lead and write articles for quarterly volunteer newsletter
- Administer, analyze, and report on volunteer feedback surveys
- Take lead on planning volunteer recognition and awards at FriendshipWorks events
- Brainstorm and execute other volunteer appreciation events or activities
- Recruit and train community ambassadors
- Complete reporting on work with volunteers and outreach efforts

#### Programs: Volunteer Resources and Education

- Produce educational and resource materials for volunteers on a variety of topics to support their volunteerism and increase their connection to FriendshipWorks

#### Administration, Development and Communications:

- Recruit volunteers for administrative functions in the organization and related to the Walk to End Elder Isolation, and/or for the board or other committees
- Support our Communications Manager through the identification of potential volunteers to profile articles, newsletters and social media
- Partner with development staff on the identification of workplaces to target and volunteers recruited at major employers

#### Other duties as assigned relating to volunteers

#### **QUALIFICATIONS**

- Experience and sensitivity in assessing the needs of older adults
- Demonstrated experience in working with volunteers
- Demonstrated ability to design and implement education and/or other resource materials
- Experience in community outreach and engagement
- Experience or comfort working directly with diverse communities and individuals
- Excellent writing and presentation skills
- Ability to work independently, but also as part of a team
- Excited about having a variety of tasks, juggling multiple responsibilities, and having a varied schedule
- Strong computer skills; Microsoft Word and Excel required; familiarity with Salesforce or other databases a plus
- Knowledge of Boston preferred
- Experience delivering or coordinating video production a plus

- Fluency in a second language, especially Spanish, Haitian or Cape Verdean Creole, a plus!

#### **OTHER REQUIREMENTS**

- Must be willing to work an occasional flexible schedule that includes Saturday or Sunday (at least 1X/mo).
- Must be willing to travel locally for outreach and presentations throughout our footprint (Boston, Brookline, Cambridge, Somerville, Newton).

Salary: \$46,000-48,000 with higher end of range requiring additional years of work experience specific to volunteer recruitment and engagement.

**Please send a resume and cover letter to [jobs@fw4elders.org](mailto:jobs@fw4elders.org) with Volunteer Coordinator in the subject line. 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.*