



## WHATCOM COUNCIL ON AGING JOB DESCRIPTION

**POSITION:** Volunteer Coordinator

**REPORTS TO:** Bellingham Senior Activity Center Director

**STATUS:** Full Time, Non-Exempt, Benefitted

**STARTING WAGE:** \$17 - \$20 / Hour DOE

**PROBATIONARY PERIOD:** 3 Months

### **SUMMARY OF POSITION:**

The Whatcom Council on Aging is seeking a dynamic leader to grow a base of 250 volunteers who are essential to the operations of our Bellingham Senior Activity Center, Meals on Wheels & More, Bellingham at Home and Men's Shed programs. The Volunteer Coordinator is responsible for volunteer recruitment, training, coordination, tracking and recognition. Volunteers serve as receptionists, greeters, baristas, instructors, speakers, dining room servers, Meals on Wheels drivers and other roles in a wide range of programs and events. We are looking for a leader to build an intergenerational volunteer community by engaging our seniors and our community members in volunteer roles inside and outside of our organization.

### **ESSENTIAL JOB DUTIES**

#### **RECRUITMENT**

- Promote volunteer opportunities within the Senior Activity Center membership and program participants.
- Develop and support partnerships with businesses and community organizations to recruit a diverse volunteer pool.
- Maintain current volunteer information on Whatcom Council on Aging website.
- Maintain public listings regarding volunteer opportunities.
- Respond to all volunteer inquiries for the organization.
- Screen and interview volunteer candidates. Match volunteers with positions based on interests and experience.

#### **TRAINING**

- Work with Program Directors to identify volunteer needs and develop and maintain job descriptions, trainings, protocols, and support materials for all roles.
- Facilitate initial and ongoing volunteer trainings.

#### **ADMINISTRATION / COORDINATION / SUPERVISION**

- Act as primary contact for volunteer communications.
- Schedule volunteers to meet the needs of the organization, its programs, and events.
- Deepen our volunteer bench by recruiting a solid base of substitutes and on-call volunteers for critical roles (Meals on Wheels drivers, BSAC front desk volunteers, lunchroom servers, etc.).
- Directly supervise volunteers or support WCOA peers who supervise volunteer teams.
- Confer with volunteers to promote collaboration and resolve grievances.
- Reassign or terminate volunteers as needed.
- Enter volunteer information into "My Senior Center" database for scheduling and tracking volunteer hours.
- Maintain volunteer files with required documentation (background checks, drivers license & insurance info, etc.)
- Provide monthly statistical reports to appropriate parties (Board, L&I, County, etc.)
- Participate in agency and program staff meetings and special events.

**RECOGNITION & RETENTION**

- Organize volunteer appreciation events and other recognition efforts.
- Provide follow up and support for all volunteers.
- Implement best practices for volunteer retention.
- Highlight volunteers in organizational newsletters, social media, website, and community publications.

**EDUCATION AND EXPERIENCE**

- Bachelor’s degree or four to eight years work experience in a related field preferred.
- Volunteer coordination experience preferred.
- Community organizing and event planning experience preferred.

**SKILLS AND KNOWLEDGE**

The person should be a dynamic leader with a contagious energy, detail-oriented, resourceful, and able to multi-task in a fast-paced environment. Must be a team player and able to communicate effectively with a variety of stakeholders.

- Strong interpersonal skills and the ability to work with individuals of diverse ages and backgrounds.
- Strong verbal and written communication skills. Desktop publishing skills preferred.
- Strong facilitation skills. Comfortable giving presentations and speaking to the public.
- Strong problem-solving skills. Able to work independently.
- Ability to assess the needs of the organization and plan for future demands.
- Organized with the ability to build and maintain tracking systems and orderly filing systems.
- Ability and willingness to learn new software and technologies.
- Ability to utilize web and social media to market positions and programs.
- Basic first aid and CPR required (may be obtained after hire).

**WORKING CONDITIONS**

This role is based out of an office in the Bellingham Senior Activity Center. Time will be split between office work, front line work with volunteers, and time in the community recruiting volunteers and building stakeholder relationships.

- Some evening and weekend work with prior notice.
- Occasional travel to senior centers and events in Whatcom and San Juan Counties.
- Sits or stands for long periods of time. May occasionally lift and carry items weighing up to 40 pounds.
- Uses appropriate safety equipment and follows established work safety policies, practices, and procedures.

The statements contained herein reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may be asked to perform other duties as needed.

It is the policy of the Whatcom Council on Aging to not discriminate in services and employment. The WCOA complies with Section 504 of the Rehabilitation Act of 1973 and Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

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Employee Signature

\_\_\_\_\_  
Date

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Supervisor Signature

\_\_\_\_\_  
Date