

Town of Southamptton, Massachusetts
Job Description

Position Title:	Volunteer Coordinator	Grade Level:	2
Department	Council on Aging	Date:	
Reports to:	Director	FLSA Status	

Statement of Duties: The Volunteer Coordinator is responsible for the planning, coordinating and implementation of a volunteer program in support of COA programs. The employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Director of Council on Aging, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides instruction for new or unusual assignments. Unusual situations are referred to the supervisor for advice and further instructions. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

Supervisory Responsibility: The employee, as a regular part of the job, is not required to regularly supervise any Town employees.

Confidentiality: The employee has regular access to confidential information in accordance with the State Public Records Law such as client records obtained during the performance of position responsibilities.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse public relations, safety and welfare of elders, legal repercussions, delay in service or jeopardize programs.

Judgment: Numerous standardized practices, procedures or general instructions govern the work performed and in some case, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice or procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: The work environment involves everyday discomforts found in a municipal office setting subject to frequent work interruptions.

Nature and Purpose of Public Contact: The employee interacts with co-workers, the public and external contacts such as vendors doing business with the department in order to explain or

Town of Southampton, Massachusetts
Job Description

interpret operating procedures or guidelines, to plan or coordinate work, or to attempt to resolve problems. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with disgruntled or uncooperative persons.

Occupational Risk: Risk exposure to the employee is similar to that found in municipal office setting. The employee may be required to work beyond normal business hours in response to emergency situations or to attend evening meetings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Assess and facilitate connections to services and programs for elders who may be unserved or underserved.

Responsible for the development and implementation of a program to recruit volunteers in support of department programs and services.

Attends relevant seminars and training programs to maintain knowledge of elder service programs and support service delivery systems.

Assists the Director in the development and implementation of senior center programs.

In accordance with State Law, serves as a mandated Elder at Risk Reporter and Agent.

Recommended Minimum Qualifications:

Education and Experience: High school diploma or equivalent level of apprentice trade knowledge; a minimum of one to three (1-3) years related work experience preferably with the elderly population; or any equivalent combination of education, training and experience which provides the required knowledge, skill and ability to perform the essential functions of the job.

Special Requirements: CORI certification is required as a condition of employment. Valid Class D Motor Vehicle Driver's license.

Knowledge, Abilities and Skill

Knowledge: Considerable knowledge and sensitivity to the needs of elders and related local, state and federal support services, programs and delivery systems.

Town of Southampton, Massachusetts
Job Description

Abilities: Ability to interact in a positive and effective manner with people at all levels of society, particularly the elderly; ability to communicate orally in a clear, and concise manner; ability to receive, understand, and execute oral, and written instructions; ability to maintain detailed and accurate records and to manage multiple tasks in a detailed and timely manner. Ability to listen, observe and make needs assessments regarding client needs and related services. Ability to work properly with highly sensitive, confidential information. Ability to work independently and take initiative to resolve issues as well as work with highly sensitive, confidential information.

Skill: Proficient public relations skills and sensitivity to individual client issues. Proficient oral and written communication skills. Proficient data processing skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking and standing. The employee may occasionally be required to lift push or pull books, office equipment, and computer paper.

Motor Skills: Duties may involve assignments requiring the application of hand and eye coordination with finger dexterity and motor coordination. Examples include but are not limited to using a personal computer or other office equipment.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is not regularly required to determine color differences.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.