

HUMAN SERVICES COUNCIL (HSC) JOB DESCRIPTION

POSITION TITLE: Volunteer Connections (VC) Program Aide
REPORTS TO: Program Manager

FSLA: Non-exempt

PRIMARY FUNCTION: Lead and perform a wide variety of responsible and difficult clerical work in support of the VC programs including: volunteer recruitment, training, orientation, and recognition; technical assistance and communication links to support placement sites; clerical and technical support to the Program Manager and compiling and analyzing data for reports. Serve as liaison to various program and advisory councils as directed. Assist with the creation and maintenance of variety of communication tools including graphic design, digital marketing, and public relations.

ESSENTIAL FUNCTIONS:

- Assist Program Manager in accomplishing program related activities, responsibilities and requirements as directed by program grants.
- Provide a wide variety of highly technical clerical work relating to complex databases and government reporting requirements. This includes maintenance of accurate and detailed logs and records, accurate and detailed data entry, maintenance of all forms of paper and digital data collection, ability to research/troubleshoot discrepancies, recording and analyzing information.
- Compile information and data for statistical and financial reports; maintain a variety of statistical records; check and tabulate statistical data; and analyze data to determine reporting needs for program funder reports.
- Create and maintain a variety of documents including general correspondence, meeting minutes, agendas, reports, memoranda, calendars and statistical charts from rough draft, recordings, or verbal instruction.
- Interview new volunteers in person, via SKYPE or at offsite locations to recruit, select and refer volunteers. Maintain high levels of positive, consistent communication with potential and new volunteers ensuring their satisfaction with referral and placement process.
- Perform background checks, process all referral paperwork, and provide placement sites with referrals in a timely manner; complete all follow up calls to ensure volunteers have been contacted. Collect required timesheets or other data collection necessary, enter into database, and provide on-going reports to volunteers and sites as needed.
- Manage coordination of Courthouse Information Desk volunteers including: interviewing new volunteers, scheduling orientations/training with lead desk volunteer of new volunteers, monthly scheduling of all volunteers insuring desk is always covered calling and scheduling substitutes as needed. Collect and enter all time sheet data into data base. Maintain consistent and effective communication between courthouse staff, lead volunteer, and desk volunteers. Interface in person on a regular basis with volunteers insuring a congenial and positive relationship. Insure recognition of volunteer service on at least an annual basis.
- Manage the Pen Pal project including interfacing with participating volunteers, schools and teachers. Recruit, train, and manage volunteers and school coordinators, manage internal data base providing updated rosters and other communications accurately and on-time, troubleshoot letter exchange issues if they arise. Insure all volunteers/school coordinators are trained and understand the operation of the program. Respond to inquiries from volunteers in a timely manner. Assist school coordinators in arranging end of year parties working closely with school personnel to insure party needs are met. Compile all statistical data on a quarterly and yearly basis.
- Serve as liaison between the Advisory Council and Program Manager scheduling meetings, recording minutes, communicating with committees, working with committee chairs to make sure projects are on track and have needed resources to function.

- Assist Program Manager in maintaining consistent contact with placement sites including scheduling or performing site visits, arranging data collections surveys as needed and updating site volunteer opportunities.
- Continually update/maintain website opportunity data base.
- Assist in the development and implementation of special events and programs, and volunteer activities; occasionally serve as lead or staff liaison to council/committee led events.
- Apply department policies/procedures in determining completeness of applications, records, and reports.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Strong background in volunteer program support or administration with good understanding of current trends and best practices in volunteer program development/maintenance.
- Ability to provide high level and complex administrative support to the RSVP/VC programs and manager. Ability to listen, follow instructions, maintain consistent, positive communication within both the VC and HSC teams. Ability to communicate effectively orally and in writing; draft reports; prepare statistical information. Ability to work well with all age groups, but especially with senior populations.
- Ability to multi-task and prioritize the work with minimal oversight. Possess strong organization skills and abilities.
- Strong graphic design, digital marketing skills highly desirable including web, social media, Adobe Photoshop, PowerPoint, and Publisher. Experience with Volunteer Reporter or similar volunteer management database software highly desired. Ability to use computer, software, and other office equipment. Highly developed data entry and analysis skills.
- Assist in program promotion, services, and events in a variety of ways including occasionally as lead staff.
- Must have current valid driver's license, reliable transportation and state mandated insurance coverage to attend off site meetings and appointments.
- Must be able to consent to and pass required National Service Criminal Background Checks, national name-based check of the National Sex Offender Public Website (NSOPW), name or fingerprint based search of the statewide criminal history registry in the candidate's state of residence and in the state where the person will serve or work, and a required fingerprint-based FBI check.
- Must understand and practice secure data collection/maintenance methods.
- Must be able to work evenings and weekends as required.
- Must be able to lift up to 30 pounds and able to transport and set up recruitment displays as needed.
- Ability to adapt to sometimes rapidly changing needs in a calm, controlled, consistent manner, ability to think outside the box; willingness to explore or adapt to new ideas or opportunities to expand.
- Must enjoy meeting new people, networking, maintaining positive, consistent, beneficial relationships with placement sites, vendors, volunteers, and the community. Must also enjoy being part of an energetic, forward thinking team with ability to step into a variety of roles.

MINIMUM QUALIFICATIONS

A High school diploma/GED is required. BA or some college course work in communication, business, or human resources is highly desirable. Five years progressively complex clerical, data maintenance, computer skills required. Strong track record working in programs utilizing volunteer support, especially with the 55+ population. A Graphic Design/Public Relations portfolio with variety of project samples is highly desirable. Must have a great sense of humor; have personal experience as a volunteer, enjoy life, and creating a positive, welcoming atmosphere for all volunteers, placement sites, teammates, and community.