

Sunrise Neighborhood Assistance Program (SNAP) Volunteer Coordinator Position Profile

General Description:

The Volunteer Coordinator works with the Managing Director to fulfill SNAP's mission by recruiting, training, and recognizing SNAP volunteers. The Volunteer Coordinator role is key to achieving SNAP's goals of providing volunteer services and education and socialization experiences for persons desiring to age in place. The Volunteer Coordinator is an Independent Contractor position that reports to the Managing Director. The position will require 20 hours per week of work with a flexible schedule.

Qualifications:

- A bachelor's degree or equivalent life experience
- Proficiency in basic computer applications, such as word processing, spreadsheets, database management, internet usage
- Organization, planning, recordkeeping, and time management skills
- Clean driving record

Capabilities:

- Demonstrated effective oral and written communication skills
- Ability to master and use web-based RideScheduler software program and create Excel-based reports
- Ability to transport clients in personal vehicle and to handle other SNAP volunteer duties as needed

Key Responsibilities:

- Recruit sufficient numbers and types of volunteers so that all SNAP services and programs are adequately staffed
- Train volunteers using SNAP and PCOA materials, and other appropriate resources and develop new training, re-training, and refresher materials and techniques, as needed
- Track volunteer assignments and engagement using internet-based RideScheduler software program and Excel reports
- Manage SNAP's volunteer Phone Patrol to ensure that client needs are recorded and staffed appropriately
 - Train, monitor, and support Phone Patrol volunteers
 - Assist Phone Patrol volunteers in solving client and volunteer issues
- Communicate regularly with all volunteers via email and other methods to, for example:
 - Alert volunteers to client requests for service needing assignment
 - Reinforce use of RideScheduler software
- Provide ongoing support, follow-up, and guidance for volunteers
- Plan and implement volunteer appreciation/recognition events or programs

Contact info@surisesnap.org or Monica Surfaro Spigelman at (914) 772-6607