



STATUS: Full-Time, Exempt
SALARY: Low to mid 40's; w/
excellent benefits

VOLUNTEER COORDINATOR

Queens Community House (QCH) is a multi-site, multi-service settlement house that serves the diverse population of Queens through a broad network of programs and services for Children and Youth, Adults and Families, and Older Adults. Our mission is to provide individuals and families with the tools to enrich their lives and build healthy, inclusive communities. We welcome amazing individuals who have diverse backgrounds and experiences, are inspired by our mission and are highly motivated to change lives.

We are seeking a qualified **Volunteer Coordinator** with a strong commitment to client service and civic responsibility. S/he will work to set up our new “Friendly Visiting” Volunteer Program and more broadly support our network of programs through active volunteer recruitment and engagement. “Friendly Visiting” provides volunteers to visit older adults in QCH’s Senior Case Management Program on a regular basis for the purpose of reducing isolation, providing companionship and monitoring general well-being. This position requires a dynamic and collaborative personality with exceptional people skills that lead to quickly engaging, relating to and motivating a wide variety of stakeholders.

Responsibilities:

- Responsible for Friendly Visiting Volunteer Program including recruiting, screening, interviewing, placement, and monitoring volunteers.
- Effectively set-up tracking systems to manage volunteer contact information, recruitment sources, areas of interest, skills, and other information to place volunteers accordingly.
- Coordinate home visitation and assessment of participants in QCH’s Senior Case Management Program to best match volunteers with program participants.
- Effectively follow through with thorough cultivation, timely acknowledgement, and consistent stewardship of volunteers and prospects.
- Identify community outreach and volunteer attraction opportunities such as fairs, local markets, organizations, and businesses.
- Provide ongoing support, guidance, and appreciation for volunteers; confer with volunteers to resolve grievances and promote cooperation and interest.
- Act as liaison between volunteers and staff members as appropriate.
- Maintain accurate records and provide statistical and activity reports on volunteer participation.
- Supervise Friendly Visitor Program Aide to include coaching and training as appropriate.
- Participate in meetings, training and staff development activities.
- Other duties and special projects as assigned.

Qualifications:

- Bachelor’s degree in Human Services, Social Services, Communications, Management, Non-profit Leadership, Public Administration or related field; Master’s is a plus.
- Minimum of two (2) years’ of experience working in similar setting providing direct service in mobilizing, directing, and motivating volunteers; experience working with older adult populations desirable.
- Community minded with strong relationship or “people” skills.
- Demonstrated experience of activity planning, program facilitation or event coordination.
- Excellent project management, prioritization, multi-tasking, and communication skills.
- Proven organizational, problem-solving and mediation skills with ability to work independently and with minimal oversight.
- Ability to maintain confidentiality and use appropriate discretion.



STATUS: Full-Time, Exempt
SALARY: Low to mid 40's; w/
excellent benefits

- Proficient in Microsoft Office applications including Word, Excel and Outlook.
- Ability to speak another language preferred.

Additional Details:

This position is available immediately. Queens Community House offers a competitive salary commensurate with experience and a comprehensive benefits package. The benefits package varies by position and may include medical/dental/vision offerings, life insurance, flexible spending accounts, generous time off and a 403b plan. We value health and wellness too and as such Staff can earn annual leave days, sick days and enjoy most federal holidays. Staff can also take advantage of an array of professional development opportunities, including trainings and learning bits.

Application Method:

We are a passion-led, mission-driven organization – one that looks to continually enrich the lives of our diverse member community. If you would like to join our team, please forward your cover letter and resume, with subject line “Volunteer Coordinator” to Anna Dioguardi Moyano at adioguardi@qchnyc.org or mail to:

Queens Community House
C/o: Anna Dioguardi Moyano
108-25 62nd Drive
Forest Hills, New York 11375