



STATUS: Full-Time, Exempt
SALARY: 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 service and civic responsibility. S/he will work to coordinate 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. Agency-wide, QCH enlists a large base of volunteers that we strive to engage, support and constantly refresh. This position requires a dynamic and collaborative personality with exceptional networking skills that lead to quickly engaging, relating to and motivating a wide variety of stakeholders.

Responsibilities:

Specific to Friendly Visiting:

- Responsible for Friendly Visiting Volunteer Program including recruiting, screening, interviewing, placement, and monitoring volunteers.
- Coordinate home visitation and assessment of participants in QCH's Senior Case Management Program to best match volunteers with program participants.
- Work in close coordination with QCH Senior Case Management staff to recruit program participants, sustain volunteer relationships and mediate any issues arising between participants and volunteers.
- Complete monthly reports and data entry as required by NYC Department for the Aging.
- Supervise Friendly Visitor Program Aide to include coaching and training as appropriate.

General:

- Cultivate, sustain and continue to develop protocol for agency-wide volunteerism.
- Effectively set-up tracking systems to manage volunteer contact information, recruitment sources, areas of interest, skills, and other information to place volunteers accordingly.
- Effectively follow through with thorough cultivation, timely acknowledgement, and consistent stewardship of volunteers and prospects.
- Meet regularly with Program Directors to assess and support volunteer needs.
- Coordinate agency-wide volunteer driven efforts such as annual holiday toy drive.
- Identify and attend community outreach and volunteer attraction opportunities such as fairs, local markets, organizations, and businesses.
- Work in close coordination with Director of Development on providing volunteer opportunities for key external partners.
- 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, providing support as appropriate.
- Maintain accurate records and provide statistical and activity reports on volunteer participation.
- Participate in meetings, training and staff development activities.
- Other duties and special projects as assigned.



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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 and networking skills.
- Detail-oriented with 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.
- Available to work evenings and some weekends.



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- 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