Job Opening Announcement

Program Coordinator – Neighbors Volunteer Services

This position is based in Mesa, Arizona

Aster Aging empowers and supports older adults to remain independent and engaged in our communities. Our non-profit organization provides a full continuum of service, with core programs that include Center-Based Services, Meals on Wheels, In-Home Support, Outreach and Social Services, and Collaborative Programs. Together, we serve over 7,500 seniors each year. Our vision is to be a trusted community and connector in serving the evolving needs of older adults.

We are currently recruiting for an important position to provide program coordination, promotion, and service delivery for Neighbors Volunteer Services, which is part of our In-Home Support core program. The program matches isolated homebound older adults with community volunteers who provide essential assisted transportation to medical appointments, pharmacies, and grocery shopping, along with companionship and respite. Neighbors also includes pet support for seniors. All services are aimed at promoting continued independence. This position coordinates and directly conducts in-home assessments and intakes to identify the needs of homebound older adults. The Coordinator recruits, trains, matches, and supervises volunteers to provide direct assistance. The position involves significant teamwork and collaboration with staff, volunteers, and the community.

Full-time (40 hours / week) position
Competitive wage and benefits package

Qualifications include experience with volunteer recruitment and supervision. A bachelor's degree in social work or a related field, or a minimum of two years' experience working with at-risk older adults and their families is preferred. Effective communications, teamwork and interpersonal skills, and multicultural competency are essential. Ability to prioritize and manage multiple tasks. Computer proficiency. Requirements include: an Arizona driver's license, reliable vehicle to use in the performance of the job, and the ability to obtain a Level I Fingerprint Clearance Card.

Please refer to the Job Description for additional information and requirements

Interested applicants are encouraged to submit their resumes to:

Human Resources
Aster Aging, Inc.
45 West University Drive, Mesa, Arizona 85201
Phone: 480-964-9014, Fax: 480-898-7306, hr@asteraz.org
www.asteraz.org

Position is considered open until filled.

Equal Opportunity Employer.

Aster Aging, Inc.
Job Description: Neighbors Program Coordinator

Overview: The Program Coordinator is responsible for coordination, promotion and service delivery of Neighbors Program, within the scope of Aster's vision, mission and goals. The program matches homebound older adults with community volunteers who provide essential assisted transportation to medical appointments, pharmacies, and grocery shopping, along with companionship and respite. The program coordinator is also responsible for the pet support program for seniors. All services are aimed at promoting continued independence. The position involves significant teamwork and collaboration with staff, volunteers, and the community.

Major Duties:

- Coordinate and directly conduct in-home assessments and intakes to identify the needs of individual homebound participants and match them with appropriate services to be provided by volunteers. Build individual capacity of participants to promote independence.
- Recruit, screen, train, assign and supervise volunteers. Identify new recruitment strategies to engage volunteers. Conduct volunteer orientations and ensure background check processes are complete before assigning volunteers.
- Regularly follow-up with participants and volunteers to ensure quality services.
- Develop and coordinate volunteer recognition and special group activities for participants.
- Develop and implement new service components to address needs in alignment with goals, as assigned. Expand resources for pet support, including soliciting contributions for pet food and supplies.
- Serve as a public spokesperson for Aster. In alignment with the organization's branding and communications plan, network and conduct outreach presentations to inform older adults, community groups, faith communities, and potential referral sources about the program's services for older adults and volunteer engagement opportunities.
- Maintain accurate participant files and volunteer service records in accordance with the procedures of the agency and funding entities, including computer data input and report compilation.
- Maintain an organizational climate that attracts, motivates, supports and retains high-quality professional staff and volunteers who are committed to serving older adults. Lead, train, supervise and support staff, student interns, and volunteers as assigned.
- Ensure that agency policies, standards, and decisions are implemented and maintained in service provision.
- Other duties as needed and appropriately assigned.

Qualifications:

- Experience with volunteer recruitment and supervision.
- Bachelor's degree in recreation, social work or a related field, or a minimum of two years experience working with at-risk older adults and their families is preferred.
- Demonstrated effective written and oral communication skills. Ability to prepare concise reports and provide oral presentations. Computer proficiency.
- Outstanding interpersonal skills and ability to encourage teamwork. Multi-cultural sensitivity and ability to work effectively with diverse community members.
- Ability to prioritize and manage multiple tasks.

Requirements:

- Possess valid AZ driver's license and reliable vehicle to use in the performance of job.
- Ability to obtain a Level I Fingerprint Clearance Card and compliance to Aster's background check policies.

Responsible to: Program Operations Director
Status/Hours: Full-time position. Primarily weekday office hours, with occasional evenings and weekends.
Primary Worksite: Mesa Downtown Senior Center. Position will require some travel via automobile.

Equal Opportunity Employer