



AmeriCorps Position Description
Mesa Downtown Senior Center Volunteer Coordinator

Job Title: Mesa Downtown Senior Center Volunteer Coordinator

Service Location: Mesa Downtown Senior Center, 247 North Macdonald Street, Mesa, AZ 85201

Department: Aster Aging - Center-Based Services

Supervisor: Center Manager

Schedule: Average 18-20 hours per week, with specific schedule to be developed subject to needs of the Center.

Service Commitment: Must complete 900 service hours.

Service Term: September 1, 2021 to August 31, 2022

Agency Summary: Aster Aging has been dedicated to empowering and supporting older adults and their families to remain independent and engaged in our community since 1979. Aster provides a full continuum of programs and services, with core programs that include: Center-Based Services at Mesa Downtown and Red Mountain Senior Centers (senior nutrition congregate meals, health and wellness support, education programs, and social activities); Meals on Wheels (daily hot, nutritious meal delivery and wellness checks for homebound older and disabled adults), In-Home Support (Neighbors Program matches isolated homebound older adults with volunteers for essential transportation, grocery shopping, friendly visits and related supports; Home Care provides non-medical respite, personal care, and homemaking services through trained home care aides); and Outreach / Social Services (assistance in navigating and accessing needed social services, benefits and health resources). The overarching intended outcome for older adult participants is to maintain independence, preserve dignity and enhance quality of life.

Job Description: Within the scope of the organization's mission and as part of the Center-Based Services Program Team, the Center Volunteer Coordinator is responsible for recruiting, coordinating, supporting, and documenting the engagement of volunteers at Mesa Downtown Senior Center.

Essential Duties/ Responsibilities:

- Complete training to become knowledgeable about the Center and the full array of Aster's programs.
- Work with the Center Manager and staff team to identify needs for ongoing and special activity volunteers.
- Using approved volunteer service descriptions and promotional materials, assist in outreach to recruit volunteers in alignment with Aster's volunteer engagement plan. Empower and encourage Center participants to also become volunteers. Individually follow up with each candidate to assess interests and skills to ensure an appropriate fit with Center needs and specific volunteer opportunities.
- Provide service-specific orientation, training, supervision and ongoing support to volunteers.
- Maintain calendar of volunteer schedules to ensure coverage of needed areas. Maintain leave notices from volunteers and contact others when needed to cover key areas.
- Maintain accurate records of volunteers and service hours in accordance with Aster procedures.
- Plan and implement volunteer recognition events and activities.
- Assist with other Center-Based Services activities as needed and appropriately assigned.
- Ensure that Aster's policies, standards and decisions are implemented and maintained in service provision.

Education/Experience/Qualifications:

- Experience working with older or disabled adults and sensitivity to their needs.
 - Effective interpersonal skills and ability to encourage teamwork. Multi-cultural sensitivity and ability to work with diverse community members.
 - Excellent customer service skills and the ability to role model and train others in these skills.
 - Ability to work independently and proactively with volunteers and Center participants.
 - Strong organizational skills needed to maintain accurate volunteer schedules for coverage of multiple functions.
 - Effective computer skills using Microsoft Office Word and Outlook, with ability to be trained on other programs as needed.
 - Flexibility to work special activities or events as assigned.
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- Preference will be given to candidates who are 55 years of age or older
 - U.S. citizen or U.S. National or have status as a Lawful Permanent Resident Alien
 - Member must successfully pass a background check
 - Ability to obtain/maintain a Level 1 Fingerprint Clearance Card
 - Ability to obtain/maintain a Food Handler's Card

Aster Aging and Mesa United Way are equal employment opportunity employers and seek to employ and assign the best qualified personnel for all their positions in a manner that does not unlawfully discriminate against status or characteristics protected by law.