

**Town of Natick  
Job Description**

<b>Position Title:</b>	Program Manager Volunteer Services, Council on Aging	<b>Grade Level:</b>	2
<b>Department</b>	Community Services	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Director of Senior Center and Community Services		

**Statement of Duties:** The purpose of this position is to ensure for the effective design, recruitment, management and oversight of Council on Aging programs and initiatives relying in part or in whole on volunteer service. This includes but is not limited to: recruitment, screening, selection and management of volunteer staff, identification of placement opportunities across the municipality, relationship building with numerous community partners, and statistical/recordkeeping for the ~~400~~ 200+ volunteers associated with the Council on Aging.

**Supervision Required:** The employee works under the Director of Senior Center & Community Services.

**Supervisory Responsibility:** The employee is not responsible for the supervision of any employees.

**Accountability:** Incumbent is responsible for ensuring her/his work is accurate, complete, error free and reflective of best practices.

**Judgment:** Position exercises independent judgment in the performance of her/his duties and provides advice and support to others in the department on matters pertaining to communications, special projects and the like.

**Complexity:** Incumbent performs work of a highly complex and specialized nature unique to the position, and in this way must serve as the organizational expert on such matters.

**Confidentiality:** Position will be exposed to limited amounts of confidential information.

**Work Environment:** Work is performed in an office environment. Majority of work is performed in a busy work environment, with constant interruptions. Must be able to operate computers, printers, video display terminal, scanner, calculator, telephone, copier, and other related office equipment.

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**Nature and Purpose of Contacts:** Position will be responsible for frequent contact with residents, municipal departments, community agencies, via Internet, email, in person and by telephone requiring considerable patience and courtesy.

**Occupational Risks:** Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

***Plan volunteer programs/services***

- In conjunction with Director of the Council on Aging, develop and implement goals and objectives for the volunteer services program which reflect the mission of the organization
- Assess the need for volunteers to enhance program/service delivery
- Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary
- Research and pilot new services to meet the needs of those aging in Natick
- ***Convene & chair Volunteer Services Advisory Committee***

***Organize volunteer programs/services***

- Actively engage with internal and external partners to recruit and place volunteers
- Develop, administer and review policies and procedures which guide volunteer programs and services
- Develop and administer forms and records to document volunteer activities
- Identify volunteer assignments that provide meaningful work for volunteers of all ages
- ***Explore/develop volunteer service opportunities with town departments***
- Prepare position descriptions, orient and discuss volunteer expectations and responsibilities with volunteers and Departments employing volunteers
- Regularly evaluate placements/matches and adjust as necessary
- ***Examine evidence based programs with potential to be led by community volunteers***

***Engage volunteers***

- ~~Promote the volunteer program through face to face, print and electronic communication to gain community support~~
- Develop and implement effective strategies to recruit the right volunteers with the right skills

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- Develop and implement an intake and interview protocol for potential volunteers to ensure the best match between the skills, qualification, and interests of the volunteers and the needs of the municipality
- Implement a screening process for potential volunteers that meets current screening standards and practices

***Lead the volunteer program/service***

- Train municipal staff to work effectively and cooperatively with volunteers
- Orient volunteers to increase their understanding of the organization, its clients, its services and the role and responsibilities of volunteers
- Ensure that volunteers are given appropriate training to be successful in their positions
- Ensure that volunteer check-in procedures are followed and records of volunteer hours are maintained according to established procedures
- Ensure that volunteers receive the appropriate level of supervision
- Assist with conflict resolution among clients, staff and volunteers
- Establish and implement a process for evaluating the contribution of individual volunteers
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization
- Evaluate the contribution of each volunteer on an annual basis
- Prepare an annual report on the contribution of the COAs volunteer programs and services
- Administer and monitor expenditures for the volunteer program

***Marketing/Communications/Outreach***

- *Develop annual volunteer services campaign utilizing multiple outlets*
- *Prepare feature articles demonstrating the benefits of volunteer service & recognize current volunteers*

**Recommended Minimum Qualifications:**

**Education and Experience:** or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Bachelor's Degree in Human Services, Community Development, Social Work or related field and ~~2-3~~ 3-5 years' progressive experience in municipal or non-profit management. *Master's degree preferred.*
- Proficiency with Microsoft Office Suite and data base administration
- Proven experience in program planning, volunteer management and/or human resources

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- Proven experience with securing grants to support, expand or launch new programs/services.

**Knowledge, Abilities and Skill**

Knowledge:

- Knowledge of current trends, best practices, resources and information related to volunteerism and services provided by volunteers
- Ability to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Strong communication skills
- Ability to develop new and unique ways to improve COA programs and services and to create new opportunities.
- Focus on client needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations
- Investment in working cooperatively and effectively with co-workers, volunteers and community members
- Ability to lead and positively influence others to achieve results that are in the best interest of the COA

Abilities:

- Ability to manage multiple projects simultaneously and to meet hard deadlines as required.
- Ability to easily collaborate with others both within and without government.

Skill:

- Excellent networking, organizational, problem solving and creative skills to meet the needs and demands of the department.

**Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

**Physical Skills:**

- Tasks require the ability to exert light physical effort in sedentary to light work.

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- May involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight not to exceed 25 pounds.
- Tasks may involve extended periods of time at a keyboard, as well as the ability to communicate information to the general public.

**Motor Skills:**

- Duties may involve close hand-eye coordination and physical dexterity.

**Visual Skills:**

- Ability to read, see, and differentiate between colors.

*This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*