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NOTICE OF VACANCY

Posting Date: 8/14/19

PROGRAM TITLE: Senior Medicare Patrol (SMP) Coordinator of Volunteers
(FT Non-Exempt Position/ 30 hours/week)

REPORTS TO: Chief Executive Officer

BASIC FUNCTIONS: The SMP Coordinator of Volunteers is responsible for managing the involvement of volunteers throughout the Senior Medicare Patrol program. Working cooperatively with the Regional CHOICES Coordinator and the State Unit on Aging, the Coordinator of Volunteers will lead in the creation, coordination and maintenance of the SMP volunteer program that meets the current and future needs of the program and provides a quality volunteering experience for SMP volunteers.

MAJOR DUTIES AND RESPONSIBILITIES:

- Assist in the development and implementation of volunteer policies and procedures consistent with SMP guidelines. Provide consultation support and monitor and evaluate policy implementation.
- Proactively research trends and issues related to volunteer management.
- Develop and implement new ideas for volunteer recruitment and expansion.
- Develop and provide leadership in implementation of a consistent statewide volunteer interviewing and screening process.
- Work collaboratively with sub-contractors and SMP staff to ensure consideration for volunteer health and safety risks, and that position-appropriate personal and workplace safety training is provided.
- Plan and implement appropriate volunteer retention and recognition strategies. Assist in volunteer appreciation events.
- Maintain current personnel files on all SMP volunteers.
- Establish criteria and standards to ensure information management practices meet privacy requirements while supporting effective volunteer screening, placement and recognition practices.
- Participate in quarterly SMP Coordinator of Volunteers' meetings, as directed by the SMP Statewide Coordinator.
- Attend national SMP-contractor conferences on an annual basis as funding is available.
- Perform other duties as assigned by Supervisor.

SKILLS

- Demonstrated ability to organize resources to provide effective consumer and public information.
- Proven commitment to providing high quality customer service.
- Ability to prioritize and strong time-management skills.
- Ability and willingness to travel throughout the 38-town Greater Hartford Region.
- Excellent oral and written communication skills.

QUALIFICATIONS

- AA or BA degree in human services or, in lieu thereof, any combination of education and demonstrated experience which relates to social or senior service issues.
- Bilingual (English and Spanish) a plus.

PLEASE SEND RESUME TO:

MAUREEN C. MCINTYRE CHIEF EXECUTIVE OFFICER

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Hartford, CT 06106

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The North Central Area Agency on Aging, Inc. (NCAAA) is an equal opportunity employer.