Position Description

Title of Position: Program Coordinator  
Reports to: Program Director  
Part time (20 hours a week); Salary Grade 2; Annual Salary $16,120  

Summary of Position: Implement new program addressing social isolation among older adults in Cuyahoga County through telephone calling and/or virtual engagements.

Key Duties Include:
- Create program details, participant requirements, trainings for volunteers and participants, method to gather outcome data, and necessary program paperwork.
- Recruit, screen and train volunteers to be part of the program.
- Foster and form relationships with agencies to recruit participants for the program. Act as liaison between Greater Cleveland Volunteers and agencies referring isolated seniors to our agency, and the volunteers serving them.
- Match volunteers and participants, based on interests, schedule and desired method of communication (phone or virtual), encouraging friendships to be formed.
- Create and conduct pre-service and ongoing trainings for volunteers and participants.
- Keep up to date documentation on all contacts made. Refer participants to social services as needed. Follow up with volunteers and participants regarding referrals made.
- Communicate with volunteers to assure that they are satisfied with their activities.
- Distribute and collect outcome data from volunteers and participants.
- Prepare reports of activities.
- Attend community events and outreach events to recruit new volunteers for Greater Cleveland Volunteers, as needed.
- Be familiar with policies of the national RSVP program.
- Utilize online volunteer database.
- Other duties as assigned by Greater Cleveland Volunteers Program Manager.

Qualifications:
- **Required:** Bachelor’s Degree; minimum of two years of experience in social services or volunteer management; excellent verbal and written communication skills; ability to work well with diverse populations; administrative ability and the ability to keep large quantities of information organized; ability to be flexible and pivot when programming needs change. Proficiency in Microsoft Office computer programs; valid driver’s license and automobile insurance and access to an automobile during working hours; ability to lift and transport materials to and from events; ability to work remotely as needed and work some evenings and weekends.
- **Preferred:** Familiarity with the Cleveland area and knowledge of nonprofit sector. Experience using volunteer management software and Zoom video conferencing.

To apply, email your cover letter and resume to contact@greaterclevelandvolunteers.org