



NORTH CENTRAL NEW MEXICO ECONOMIC DEVELOPMENT DISTRICT

Job Posting

JOB TITLE: Volunteer Specialist, Non-Metro Area Agency on Aging

RANGE SALARY: \$40,000 - \$50,000

JOB DESCRIPTION: The Volunteer Specialist supports the Non-Metro AAA Volunteer Program in Planning & Service Areas II, III, and IV (all counties in NM except Bernalillo County). This position will recruit and manage volunteers for various activities including the Volunteer Driver Program, which assists older adult riders with accessing transportation to non-emergency medical appointments. The Volunteer Specialist works closely with providers, volunteers, and riders to ensure accuracy of scheduling, rescheduling, and/or cancellations in a timely manner.

DUTIES & RESPONSIBILITIES

Duty	Percent of total
Volunteer Driver Program scheduling using volunteer management software	50%
Volunteer recruitment	30%
Volunteer and rider orientation, training, and technical assistance	20%

This position requires a highly motivated and responsible individual with excellent interpersonal and time management skills. Close and effective working relationships with senior clients and their family members, caregivers, service providers, and the public are required. Excellent computer, customer service, and communication skills are required. This position requires some travel throughout the Planning & Service Area.

EXAMPLES OF WORK PERFORMED

- Match volunteers with relevant volunteer opportunities and refer as appropriate.
- Conduct ongoing volunteer recruitment including at least two activities per month.
- Recruit, interview, and select compassionate and competent volunteers.
- Work independently and with Hub providers to recruit volunteers, assist with volunteer program administration, and assure optimal program success.
- Respond to all incoming inquiries in a timely manner.
- Maintain HIPAA and confidentiality compliance.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, participating in professional societies.
- Contribute to team effort by accomplishing related results as needed.
- Other duties as assigned or necessary to meet the goals and objectives of NCNMEDD.

Volunteer Driver Program:

- Work with Hub providers, volunteers, and older adult riders to schedule appropriately matched ride assistance to non-emergency medical appointments per program requirements.
- Provide volunteer and rider recruitment, orientation, and training.
- Work with older adult riders and their caregivers to ensure all program protocols are understood and followed.

- Address volunteer and rider concerns and feedback.
- Maintain volunteer and rider information and schedules in volunteer management software program/s to ensure that volunteers assignments and rides are communicated and coordinated in an accurate and timely manner.
- Respond promptly to all cancelations and rescheduling of volunteers and riders.

QUALIFICATIONS AND SKILLS REQUIRED

- Two years of experience working with volunteers and older adults (60 +), or two years of experience in social services. Associate's degree is preferred. At NCNMEDD's sole discretion, direct or related experience may be substituted for education and vice versa.
- Bilingual in English/Spanish is preferred but not required.
- Basic office and computer skills, data entry and database management experience is required.
- Ability to work independently, prioritize tasks, and meet deadlines.
- Ability to coordinate input from various individuals and organizations.
- Knowledge and comfort working with a diverse population.
- Excellent customer service, verbal and written communication skills.
- Ability to practice "Active Listening".
- Ability to maintain professional relationships with clients, caregivers, providers, and the public.
- Ability to make good, sound judgment decisions.
- Knowledge of program planning concepts, principles, and practices
- Demonstrate behavior that maintains the organization credibility, integrity, and positive image in the community.
- Ability to take initiative and work under minimal direction.
- Knowledge of problem-solving techniques.
- Maintain effective working relationships with NCNMEDD staff, contractors, agency partners, and the public.
- Valid Driver's License

SUPERVISORY RESPONSIBILITIES

None.

PHYSICAL DEMANDS

This position requires basic physical demands for working in an office environment including, answering phone calls, sitting for long periods, using computers and other typical office equipment, driving a car/van, carrying documents, and walking.

TRAINING

HIPPA training is required for this position. Standard training for all employees will be applied to this position as well as any training deemed beneficial by management in the future.

DECISION-MAKING

This position requires the use of discretion and independent judgment with respect to matters of significance for the client/caregiver and employer, as well as typical decision-making responsibilities required in a day-to-day office working environment.

COMMUNICATIONS

Reports to Volunteer Coordinator and interacts with NCNMEDD employees and contractors, the public, clients and their caregivers, service providers, government agencies, state and local elected officials, and

private and/or corporate entities.

EQUIPMENT USED

Typical office equipment will be used such as computers, calculators, phones, copier/printers, projectors, and cars/vans.

WORK ENVIRONMENT

This position will require working in various environments, including partnering agency offices, outside and public places. NCNMEDD office work will be standard, smoke-free, indoor office environment with other staff.

CONDUCT

The North Central New Mexico Economic Development District (NCNMEDD) has a direct and vital impact on the quality of life for those we serve. Accordingly, the services we provide require honesty, impartiality, and fairness, and must be dedicated to the protection and promotion of the public health, safety, and welfare. As an employee and representative of NCNMEDD and its Board of Directors, all personnel are required to exhibit and practice the highest standard of honesty and integrity and must perform under a standard of professional behavior that requires adherence to the highest principles of ethical conduct in all aspects of the position.

APPLICATION DETAILS

- Salary will vary based on education and experience.
- Position will remain open until filled.
- NCNMEDD provides Public Employee Retirement Association of New Mexico (PERA) retirement.
- Quality benefits package includes medical, dental, retirement and paid time off.
- Candidate selected for full-time employment must successfully complete all pre-employment screening and requirements prior to commencing employment.
- Applicants must complete NCNMEDD Employment Application at www.ncnmedd.com.
- Email Volunteer Coordinator Erin Carlisle at erinc@ncnmedd.com with any questions.