

RSVP Program & Volunteer Coordinator (Waukesha School District)

Eras Senior Network values all kinds of experience. If you meet a majority of the position requirements, we encourage you to apply.

Who We Are

Eras Senior Network is a non-profit organization that supports older adults 60+ and adults with disabilities to lead meaningful lives. Each year over 2,600 older adults across Milwaukee and Waukesha Counties and adults with disabilities in Waukesha County receive supportive services at no cost to them. Eras' services are performed by screened and trained community volunteers, keeping the cost to clients at \$0. Services include transportation to medical appointments, delivery of groceries and food pantry stock boxes, seasonal yard clean-ups, weekly friendly phone calls to ease isolation and loneliness, and more. Eras also offers intergenerational volunteer opportunities for older adults through the AmeriCorps Seniors' Retired and Senior Volunteer (RSVP) Program. RSVP Volunteers offer tutoring, pen pal relationships, and more with students in Waukesha and Menomonee Falls School Districts.

About The Role

We are looking for a Retired and Senior Volunteer Program (RSVP) Coordinator to join our team. The coordinator will be responsible for recruiting and retaining volunteers for the Waukesha School District RSVP program which provides tutoring and other academic support to under-performing students in the district. The Coordinator will organize and oversee programming and manage relationships with district staff. This position is also responsible for processing volunteer applications for all volunteer programs within Eras Senior Network's Waukesha County programs for older adults.

Responsibilities

- Manage school volunteer programs held in the School District of Waukesha.
- Recruit, enroll, train, place, and support volunteers in the district.
- Maintain a record of all volunteers and their services to the School District of Waukesha.
- Conduct recognition events for volunteer service.
- Coordinate volunteers for the Intergenerational Heritage Fairs in partnership with the Waukesha County Historical Society and Museum.
- Process volunteer applications for other programs in the organization. Interview, train, schedule, & supervise volunteer assignments.
- Conduct new volunteer orientations and assist with additional trainings.
- Respond to requests for information about volunteering.
- Routinely utilize CRM and other online tools

- Attend community and agency events as needed to recruit or support.
- Assist in creating and facilitating volunteer trainings as needed.
- Assist in department tasks where necessary.

Core Functions/Key Performance Indicators

- Maintain complete and accurate records including volunteer policies, procedures, position descriptions, standard of conduct, and criminal background checks.
- Maintain volunteer database & required tracking documentation.
- Work with educators to fully understand student, teacher, and learning needs.
- Match volunteers with appropriate programs/placements/student needs.
- Schedule training of volunteers in areas of instruction, teacher support, and tutoring.
- Maintain relationships with volunteers to ensure volunteer satisfaction and meaningful experiences.
- Ensure a timely response to all volunteer inquiries whether by telephone, voicemail, email, or other requests.
- Keep Volunteer Director informed of new and lapsed volunteers.
- Participate in periodic evaluation of volunteers and educators.
- Cross-functional responsibilities as needed to support other teams.
- Develop and maintain collaborative relationships with other volunteer organizations to ensure best practices are implemented in our program.
- Occasionally travel to other office locations as needed.
- Perform other duties as assigned.

Competencies

- Working together: Participates in agency sponsored events, staff meetings, discussion, and committee assignments to carry out Eras Senior Network's Mission.
- Communication & Influencing: Informs others clearly, convincingly and listens to maintain good working relationships with volunteers, referral sources, team members and community.
- Managing Knowledge: Keeps up to date with readily accessible knowledge relevant to job duties.
- Striving for Excellence: Responds to feedback and strives to meet objectives and goals as set forth in performance evaluations.
- Managing Resources: Organizes own work to meet objectives on time and is aware of team workloads.
- Leading for the Future: Is enthusiastic about Eras Senior Network's mission, lives Eras Senior Network's values and is open to new ideas and change to drive mission.
- Thinking Strategically: Understands the context of own role and performance on team and agency mission.
- Delivering Results: Produces work of acceptable quality on time; responds to requests and addresses issues in an effective manner.

Skills, Knowledge & Experience

- Excellent written and verbal communication, reflecting excellent customer service skills.
- Experience working within a school system or with educators.
- Experience in recruiting and coordinating volunteers, specifically with older adults.
- Meticulous attention to detail with strong emphasis on thoroughness, accuracy and follow up; the ability to multitask/organize.
- Ability to manage multiple shifting projects and tasks simultaneously.
- Team player who can work independently while simultaneously meeting deadlines.
- Flexibility to adapt and a constructive and creative approach to problem solving.
- Commitment to Eras Senior Network's mission and values.
- Positive attitude toward organizational growth and changing priorities.
- Problem-solving, passion to exceed volunteer and organization expectations.
- Previous experience working within a CRM or other volunteer management database.

Preferred Education or Experience

- Experience with volunteer management, recruitment, or membership management.
- Experience working with school administration.

Compensation & Benefits

This position will be based out of our Waukesha, WI office space and will require occasional travel throughout the county. This position is full-time at \$20/hour for 40 hours per week. Occasional evening or weekend hours are possible. Benefits include paid sick days, accrual of PTO, paid holidays, paid life insurance and long-term disability. We offer health insurance (organization pays a consolidated rate for a single premium, with family available with employee paying the additional premium), and employee-paid short-term disability, dental and vision insurance. The position also offers ample training and exposure to non-profit operations for professionals of all experience levels. Access to reliable transportation is required as is liability insurance and a valid drivers license.

To apply, please email a resume and cover letter to gabby.huff@eras.org.

*The physical demands and work environment characteristics described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.