



Position Vacancy

RFP #26-057-01

Position: Volunteer Coordinator
Department: Callahan Center/Council on Aging
Salary Range: \$25.69 - \$26.20 per hour
Hours Per Week: 18.5
Schedule: Tuesday: 9:00 a.m. - 1:00 p.m.
 Wednesday: 9:00 a.m. – 3:30 p.m.
 Thursday: 9:00 a.m. - 1:00 p.m.
 Friday: 9:00 a.m. – 1:00 p.m.
Some flexibility needed



The nationally accredited Callahan Senior Center is a multi-purpose center for people 55 and older. This 25,000-square-foot, fully accessible facility offers a wide range of exercise and recreational programs for little or no cost to participants. The Council on Aging strives to improve the healthy aging of a broader segment of the 55 and older population of Framingham. Social Services staff are available to provide a broad range of support services, assistance with applying for benefits, and referrals for services. Bilingual staff provides support in Spanish and Portuguese and the Center supports LGBTQ+ older adults and their allies.

For more information, please see the [Callahan Center/Senior Services website](#) and the [Callahan Courier Newsletter](#).

The City of Framingham is currently a 100% onsite work environment.

This is a part-time (18.5 hours per week), non-benefit position, classified as M-4 on the city’s municipal employee classification plan that currently utilizes a predetermined step increase system.

- Position will remain open until filled.
- The Callahan Center is located at 535 Union Ave, Framingham, MA 01702
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.
- The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham.
- The City of Framingham is an Affirmative Action Equal Opportunity Employer.

Position Purpose:

Position is responsible for recruiting, supervising and scheduling volunteers at the Callahan Center for a variety of social, recreational and educational programs offered through the Council on Aging. Position also assists the Programs Manager with the implementation of programs and activities at the Center. Employee is required to perform all similar or related duties.

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.

1. Recruit volunteers, using a variety of media, networking and outreach strategies.
2. Process and evaluate potential volunteers through vetting process including: application, interview, reference checks, CORI Form, Conflict of Interest Law training, and required acknowledgement forms.
3. Assign volunteers to fill needed positions within the Center, on the basis of program needs and volunteer interests, skills and fit for the position.
4. Supervise volunteers, ensuring adequate technical assistance, training and support. Communicate regularly with volunteers regarding schedules and updates. Address volunteer concerns in coordination with supervisor(s).
5. Support volunteer satisfaction and retention.
6. Design and implement events, including annual Volunteer Recognition Event and other opportunities to check in with volunteers throughout the year.
7. Routinely assess the need for volunteers at the Center and in the community with input from Programs Manager and devise a plan for recruitment.
8. Maintain organized files of all volunteers, including those supervised by other staff.
9. Provide monthly and annual reports from database to the Director of Elder Services.
10. Assist with other activities and programs of the Callahan Center, such as monitoring Zoom sessions and checking attendance, as needed
11. As a back-up to Programs Assistant, schedule and prepare spaces for classes, presentations and events.
12. As a back-up to Programs Assistant, interact with instructors, presenters, and community partners. Also, to help with the coordination of educational, recreational, cultural and wellness programs.

Qualifications:

- Associate's Degree preferred or three (3) years of equivalent experience in customer service and one (1) year working with volunteers.
- Must possess a valid Commonwealth of Massachusetts Class D Driver's License.
- Must possess a reliable means of transportation and be willing and able to drive.
- Preference is given to those experienced working with senior populations.
- Must utilize sound judgment in dealing with the public.
- Knowledge of:
 - Microsoft Office programs, especially Outlook, Word and Excel.
 - Council on Aging operations is preferred.
- Ability to:
 - Understand and interpret information for the purpose of preparing written reports and letters.
 - Utilize the internet and to conduct online research.
 - Communicate, interact, and build relationships effectively across various age groups.
- Skills:
 - Must be detail oriented, organized and reliable.
 - Must possess strong written and verbal communication skills.

An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job may be accepted.

Physical Demands:

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: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as bags of donated yarn, etc.

Motor Skills: Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples may include operating a personal computer or driving a car.

Visual Skills: Position requires reading of documents, computer screen(s), and reports.

Supervision Required:

Employee works under the direct supervision of the Programs Manager. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to ensure that completed work methods used are technically accurate and that instructions are being followed.

Supervisory Responsibility:

Employee is not responsible for the supervision of City employees, but does oversee numerous volunteers.

Work Environment:

Employee performs work in office setting, noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Occupational Risk:

Duties generally do not present occupational risk to the employee. Personal injury could occur, however, through employee failure to properly follow safety precautions or procedures.
