



Volunteer and Special Projects Manager

The Volunteer and Special Projects Manager (Manager) works collaboratively to ensure the quality and effectiveness of all aspects of the Volunteer Companion program, special projects such as the Taking Care of Neighbors “Home from the Hospital” program, and promotes the overall mission and vision of the organization. The Manager will oversee the “Volunteer Companions” program and the volunteers supporting the Equipment Loan program. The Manager will work with the Executive Director to direct or support volunteer engagement projects, outreach efforts, and fundraising events. The Manager will support the Caregiving Manager’s work on the traditional paid caregiving program and the no-cost “Taking Care of Neighbors” program as needed, and when necessary, lead the work in the absence of the Caregiving Manager.

The Manager will support all colleagues and clients to advance the mission of Coming Home Connection. Additional responsibilities include the provision of data as needed for proposals, reports and communications, suggesting ideas for improving services and program development, and assisting with fundraising (events, mailings, etc.).

The Manager position is a regular, full-time exempt position primarily working in the office, but will also perform home visits and support Coming Home Connection events outside of the office. Strong communication skills are required to make people feel comfortable with our programs and to clearly define our offerings. This is a combination of customer service, supervision, data tracking.

Position Responsibilities

Volunteer Companions (VC) Program

The Manager is responsible for recruiting, vetting, training and placing volunteers with clients requesting a volunteer companion.

“Volunteer Companion” Clients

The Manager is responsible for:

- Answering all inquiries regarding the Volunteer Companion (VC) program
- Performing intake for VC clients
 - In-home assessment and obtaining signed consent for care form
- Maintaining paper files for VC clients
- Creating file for new and pending VC clients in Generations
- Regular in-home client visits to assess client needs and monitor quality of services
- Special projects such as birthday recognition for clients

“Volunteer Companion” Volunteers

The Manager is responsible for:

- Recruiting, vetting and training VC volunteers
- Maintaining paper files for VC volunteers

- Matching volunteers with VC clients
- Tracking data on number of participants, hours of service, etc., as well as anecdotal outcomes

CHC Volunteers

The Manager is responsible for:

- Recruiting, vetting and training volunteers for other projects such as
 - Spring clean-up and other one-time volunteer events
 - CHC office support
 - CHC DME loan closet
- Maintaining paper files for CHC volunteers
- Tracking data on number of participants, hours of service, etc., as well as anecdotal outcomes

Special Projects

The Manager will be responsible for special caregiving programs such as the “Taking Care of Neighbors” **Home from the Hospital** program at the direction of the Executive Director.

Responsibilities may include managing TCN staff, coordinating with partners such as CHRISTUS St. Vincent’s and tracking data on staff hours, clients served and client follow-up.

Paid Caregiving Clients

The Manager has limited responsibilities for the Paid Caregiving Program, but should be able to assist or cover the responsibilities of the Caregiving Manager when necessary. On-going responsibilities include:

- Performing in-home visits for existing Paid Caregiving Clients as a check-in to assess client satisfaction and need for additional resources
- Providing information on the program and protocol to potential clients over the phone or in-person, completing a “Client Profile” form and forwarding that to the Caregiving Manager.

Durable Equipment Lending Program

The Manager is responsible for:

- Managing volunteers responsible for closet maintenance, possible equipment delivery and data collection for loans
- Tracking loans of durable medical equipment
- Along with all CHC staff, assisting community members with loans and donations

To apply, send your **cover letter** and **resume** to ellen@cominghomeconnection.org and we will contact you to learn more about your interest in joining our team.