

LITTLE BROTHERS – FRIENDS OF THE ELDERLY CHICAGO

Little Brothers-Friends of the Elderly is a national, non-profit organization committed to relieving isolation and loneliness among the elderly. We offer to people of goodwill the opportunity to join the elderly in friendship and the celebration of life.

Job Title: Coordinator, Internships & Intergenerational Programs
Position

Reports To: Director of Volunteer Services & Community Engagement

Position
Classification: Exempt

Basic Function: This position is responsible for Community Outreach and Recruitment, Program Design and Delivery, and Volunteer Management and Oversight in four primary areas: the Volunteer Program Assistant Program, Internships, Intergenerational Programs and Group Volunteers. Using LBFE's established procedures and protocols, recruits and supervises a diverse group of volunteers and students; engages elders; conducts outreach and develops and maintains relationships with community organizations, corporations, schools, and churches.

Major Duties and Responsibilities

- **Volunteer Program Assistant (VPA) program oversight**
 - Maintain current and build new relationships with national and international partners towards the placement of up to 12 Volunteer Program Assistants annually
 - Supervise and support VPA's during their year at LBFE, including onboarding, training, project oversight and evaluation
 - Ensure that VPA's adhere to LBFE operational policies and procedures
- **Internship Recruitment and Oversight**
 - Recruit and support up to 50 interns annually
 - Ensure intern onboarding, training, supervision, and evaluation within the appropriate department
- **Intergenerational Program Oversight**
 - Maintain current and build new partnerships with local schools, colleges and universities, youth organizations and church groups to identify youth from Pre-K to graduate level for participation in intergenerational activities
 - Design, develop and implement, through collaboration with Volunteer Services and Program staff, intergenerational programs which bring together younger and older people to share life experiences and friendship
- **Group Volunteer Coordination**
 - Assist the Director of Volunteer Services and Community Engagement in: responding to companies and organizations interested in volunteering; planning, coordinating and facilitating activities for group volunteers and elders

➤ **Other Areas**

- Administer the Elder Holiday Gift Program and work with the development team to solicit gifts
- Participate in the development and achievement of annual departmental and individual goals
- Ensure consistent and in-depth communication with volunteers, interns and Volunteer Program Assistants
- Complete special projects as assigned
- Serve as liaison to teams, ad hoc committees, and operational committees

Required Qualifications and Key Competencies

- Bachelor's Degree plus at least 5 years of relevant work experience
- At least five years previous experience conducting outreach, recruiting, training and managing volunteers
- Experience serving as a volunteer
- Commitment to cultural sensitivity and awareness
- Understands the needs of elders from diverse social, and cultural backgrounds
- Demonstrated experience creating and implementing volunteer opportunities that engage diverse volunteers from varied backgrounds and retain existing volunteers
- Demonstrated experience designing and delivering programs
- Creative problem-solving skills, great attention to detail while maintaining excellent interpersonal relationships
- Ability to motivate volunteers while maintaining performance and integrity standards
- Demonstrated experience in relationship development and management with adults and youth of diverse backgrounds
- Ability to remain even-tempered when faced with challenges or evolving situations
- Ability to work independently as well as on a team
- Comfortable interacting with people in group settings
- Excellent computer skills including word processing, data base management with a database such as Salesforce, and proficiency with Microsoft Office Suite
- Social Media skills
- Strong presentation, oral and written communications skills
- Flexibility in weekly work schedule to meet the needs of the department during peak times, including some Saturday/Sunday and evening work required
- Work one holiday per year, Thanksgiving or Christmas, rotating coverage annually
- Valid driver's license, possess a car and have appropriate insurance coverage
- Spanish speaking a plus