



**Position Guide
Community Engagement Supervisor
February, 2023**

Little Brothers - Friends of the Elderly, (LBFE) Chicago

Little Brothers – Friends of the Elderly (LBFE) (LBFEchicago.org) is a national nonprofit 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. Together with our trained and dedicated volunteers, we create a caring community in which our elders know they are deeply valued. LBFE, a distinguished leader in the field of aging, has been serving Chicago's elderly for over 60 years.

Ensuring diversity, equity and inclusion throughout the organization is a primary value of LBFE. United by our desire to end elder loneliness and isolation, the LBFE Chicago Board of Directors seeks to create an inclusive culture that reflects the diversity of the individuals we serve and our community of stakeholders. We recognize and affirm all forms of diversity.

Growing national recognition and understanding of loneliness and its harmful mental and physical health effects only affirm what our organization has known for many years. It is estimated that 1 in 5 people older than 50 are affected by isolation, which is associated with higher rates of chronic disease, depression, dementia, and death.

LBFE welcomes women and men 70 and older, from every walk of life, who are aging without the support of family and friends. All of our programs and services, provided at no cost, are designed to remind elders that they are not forgotten and are not alone. Through our programs, elders are able to make lasting, meaningful friendships with each other, volunteers and staff. And through our social work services, elders are supported and empowered in making important life decisions.

Our Visiting Programs, at the heart of LBFE's work, bring volunteers and staff to visit elders in their homes, including nursing homes, to create long-standing friendships. Celebrations of Life include outings, birthday parties and three large parties on Thanksgiving Day and Christmas Day and the annual spring celebration of our founder, the Fête d'Armand Marquiset. The Summer Vacation Program offers three-night, four-day and overnight getaways, as well as daytrips to Audrey's House, our vacation home and year-round program center in Batavia, Illinois. In addition, volunteers bring in-home vacation experiences to our homebound elders. Other programs and activities include special interest clubs, such as Coffee Club, Movie Club and Creative Café, which regularly bring elders together with their peers and LBFE volunteers and staff to share in hobbies and conversation. The Intergenerational Program connects elders and younger people of all ages to share life experiences and friendship. They engage in a variety of activities that create mutual-learning opportunities. Our Food Bag Delivery Program ensures elders with the greatest need have customized food bags delivered to supplement their perishable and non-perishable needs. The Holiday Gift Program provides 1,000 elders with a special, personalized gift from individual donors. Our on-site social worker specializes in case management and referral services to help elders remain connected, secure, and independent for as long as possible.

Volunteers and interns help fulfill our mission and make our work possible, supporting our elders much as family would. Each year, hundreds of new volunteers extend a hand in friendship to our elders, joining a group of long-term volunteers. LBFE also has a Volunteer Program Assistant

Program. Volunteer Program Assistants (VPA's) are typically recent college graduates and are recruited through international, national and local partners. They make a one-year commitment to serve as full-time or part-time volunteers and spend about 80% of their time visiting elders twice a month. They also assist with programs and other activities.

Founded in France in 1946 by philanthropist Armand Marquiset, the Chicago chapter was the first LBFE location in the United States, opening in 1959. It is located at 355 N. Ashland Ave., Chicago, with a program site, Audrey's House located in Batavia, IL and satellite location in northwest Indiana. LBFE Chicago is a stable and growing organization with an expense budget of \$4.6 million and a diverse funding base with donations from individuals, corporations and foundations.

Concluding an extensive planning process in 2019, LBFE Chicago created Strategic Plan, 2020-2025. Hundreds of LBFE stakeholders participated in the process providing input through listening groups, interviews and surveys. Stakeholders included volunteers, elders, donors, staff, board members, community partners and advisory groups. The plan focuses on expansion, including Chicago Elder Service Expansion and DuPage and Kane Counties Elder Service Expansion. The DuPage and Kane Counties Expansion centers around Audrey's House which will serve as a year-round program and vacation center and will use a new volunteer driven, staff supported program model to alleviate isolation and loneliness for at least 300 elders in DuPage and Kane Counties, extending LBFE mission and expanding services to more elders in need of service.

Position Description: Community Engagement Supervisor

Position Summary

Little Brothers - Friends of the Elderly (LBFE), Chicago seeks an individual with experience working with diverse groups of volunteers and older adults or adults with disabilities. This person will be responsible for Volunteer Recruitment and Management in collaboration with the Volunteer Services Department; Staff Supervision and Support; Recruitment, Assessment, Onboarding of and Engagement with Elders; and Outreach and Relationship Building with Community Organizations. Using LBFE's established procedures and protocols, collaborates with Volunteer Services to recruit and supervise volunteers and interns of diverse backgrounds; engages elders; conducts outreach and develops and maintains relationships with community organizations, nonprofits government agencies and clinical providers. An individual who is a self-starter and who is comfortable turning big ideas into actionable processes and project plans would be a good fit for this role.

Responsibilities

In this role, you will:

Provide supervision and support to Program Social Activities Specialist

- Supervise Program Activities Specialist to ensure social activities are carried out and maintained for a large caseload of older adults who reside in Chicago.
- Support the Program Social Activities Specialist in maintaining the elder data.

Recruit and Manage Volunteers

- Oversee the day-to-day management of volunteer engagement with elders in geographic area to meet quarterly goals, including management of interns, Volunteer Program Assistants, vetted volunteers, episodic volunteers.
- Work with Visiting Volunteer Specialist to place prospective match volunteers and foster and sustain volunteer/elder relationships.
- Implement volunteer recognition and recruitment events by collaborating internally with Volunteer Services Department and the Event Manager.

Conduct Elder Recruitment, Assessment and Support

- Work with the Director of Program to develop, implement and complete biannual review of the elder recruitment plan.
- Visit seniors in their residence: nursing homes, senior buildings, or single-family homes to complete assessment, onboarding and biannual review.
- Coordinate direct service and case management support for elders with Social Worker.

Provide Oversight of Elder Vacations

- Oversee volunteer coordinated and implemented annual 4-day vacation for elders.
- Oversee volunteer coordinated and implemented Fall and Spring overnight vacation for elders.

Conduct Community Outreach and Engagement

- Maintain current and build new relationships with local community-based organizations, nonprofits, government agencies, and clinical providers.
- Manage data in real-time in Salesforce.

Planning, Evaluation, Reporting and Data Management

- Work with the Director of Program to evaluate programs serving elders in the geographic area.
- Complete monthly, quarterly, and annual reports of elder interactions and volunteer hours.
- Manage the entry and integrity of volunteer hours in Salesforce ensuring data is accurate and in real-time.
- Participate in the development and achievement of departmental annuals goals and workplans.

Collaborate with Internal Departments and Coworkers

- Work with the Volunteer Services Department and Event Manager to develop and implement volunteer-driven parties, events and luncheons etc.
- Collaborate with the Development Department to generate and capitalize on grant and public relations opportunities.

Competencies

You will be successful in this role if you are a self-starter, flexible, results-oriented individual who:

Is effective in developing and managing relationships.

- Can build and manage relationships with diverse community organizations, nonprofits and government agencies and engage them as partners.
- Can build relationships and work collaboratively with internal stakeholders including coworkers and management staff across departments.
- Can motivate and retain volunteers while maintaining performance and integrity standards.

Has demonstrated cultural competence in the following ways:

- Possesses an awareness of one's own cultural and worldview including assumptions, biases and judgement.
- Has knowledge of different cultural practices and worldviews.
- Demonstrated ability to adapt your communication style to different individuals, groups and cultures.
- Has implemented or engaged in practices that promote organizational cultural competence and inclusion.
- Understands the varied needs of elders and volunteers from diverse social and cultural backgrounds.
- Can facilitate relationships with and between people from diverse backgrounds.
- Can connect with and facilitate relationships with a wide range of organizations and individuals throughout the city including areas with diverse populations.

Is a creative problem-solver and effective manager.

- Has strong organization skills and great attention to detail.
- Maintains excellent interpersonal relationships.
- Has well developed time management skills.
- Has strong program design and volunteer management skills.
- Has the ability to remain calm and even-tempered when faced with challenges or evolving situations.
- Has excellent customer service skills.
- Can respond to crisis with empathy, understanding, and flexibility.

Has clear and convincing oral and written communication skills, and who is:

- Comfortable and effective as a public speaker, delivering presentations to large and small groups, organizations and companies.
- An effective listener and can communicate well across multiple platforms including telephone, email and in-person.
- Comfortable interacting with people in a group setting.

Has strategic planning skills, demonstrating the ability and discipline to:

- Understand the planning and goal setting process.
- Formulate and write annual SMART goals and workplans.
- Plan, implement and prioritize multiple projects requiring attention to detail and accuracy.

Experience and Qualifications Necessary for this Role

You will:

- Possess a Bachelor’s Degree.
- Have experience working with volunteers and older adults or adults with disabilities.
- Have experience establishing and working with community partners within the Chicago area.
- Be passionate about the mission and work of Little Brothers Friends of the Elderly and be comfortable working with older adults.
- Have excellent computer skills including word processing, database management – experience with Salesforce a plus, and Microsoft Office Suite.
- Have social media skills.
- Can be flexible in work schedules to meet the needs of the department during peak times, including some Saturday/Sunday and evening work required.
- Work the day before, the day of and the day after one holiday per year, Thanksgiving or Christmas, rotating coverage annually.
- Work the day before, the day of and the day after the annual Founder’s Day celebration, Fête d’Armand Marquiset which is held in the Spring.
- Possess a valid Illinois Driver’s License; own a vehicle, have a clear driving record and have appropriate insurance coverage.

Interdependencies with Other Functions

Works collaboratively with the Volunteer Services and Development Departments and is a member of the Program team.

Reporting Relationships

Reports to Director of Program.

Salary Range

\$59,140 - \$66,000

Interested professionals should submit their resume and cover letter to Susan McGee at smcgee@bakermcgee.com. Please do not send resumes to LBFEE or contact LBFEE directly.