



**Position: Communications & Volunteer Coordinator**

**Reports To: Development, Communications and Volunteer Director**

**Department: Development, Communications and Volunteer Services**

**Hours: 40**

**Date: June 11, 2019**  
**Revised: June 16, 2022**

**Approved: SVCOA Board**

**Position Function:** The Communications & Volunteer Coordinator is a dual-role position that will carry out tasks and hold shared responsibilities in support of both the Development & Communications and Volunteer initiatives of the organization.

**Essential Functions Include:**

**Development and Communications:**

1. Work closely with and assist the Development, Communications and Volunteer Director on a broad range of projects aimed at supporting the overall outreach, public relations and development objectives of SVCOA
2. Assist with the preparation and implementation of town funding requests within SVCOA's planning service area
3. Assist with maintenance of the contact lists and databases for key stakeholders including donors, partners, local and state government, community business leaders, media, etc.
4. Support SVCOA's coordination of, and participation in, various community events, fundraisers, and external initiatives in the communities that it serves
5. Assist with the preparation of grant materials and other development applications or requests
6. Draft and edit various internal and external communication materials such as press releases, opinion editorials, business letters, public service announcements, feature articles, profile articles and social media posts, among other content
7. Assist with the development of SVCOA newsletters, annual reports, fact sheets / one-pagers, and other formal reports and educational materials
8. Assist with the maintenance and enhancement of SVCOA's website and social media page(s)
9. Help capture quality photographs of key internal and external agency events, classes, and other initiatives to be used with organizational communications
10. Assist with agency graphic design projects as needed
11. Track agency media coverage, publicity and social media reach

12. Help track key legislative activities impacting the agency and its clients
13. Other duties as assigned

### **Volunteer and Community Services:**

1. Collaborate with the Development, Communications and Volunteer Director and other agency program coordinators to manage oversight of robust, creative, motivated and client-centered network of community volunteers
2. Recruit, orient and train volunteers to serve older Vermonters, either directly or through contracted partners such as: public and private schools, churches, colleges, RSVP, etc.
3. Bring local older Vermonters and others interested in senior issues together to discuss unmet needs within their community at least annually
4. Collaborate with the Development, Communications and Volunteer Director to utilize online sites, local papers, news guides and SVCOA's website to market SVCOA's volunteer opportunities
5. Manage volunteer or client concerns and communicate larger needs to appropriate departments, program teams or agency leadership
6. Collect necessary background checks and maintain up-to-date and compliant files on active volunteers with SVCOA
7. In collaboration with the Development, Communications and Volunteer Director, and other agency staff, collect, file and track all volunteer referrals using SVCOA's 'Request for Volunteer Services' process supported by the agency's service database
8. Maintain database of contact information on active and non-active volunteers
9. Implement and coordinate annual volunteer appreciation events
10. Collect volunteer timesheets and maintain database of total volunteer hours and clients served as well as develop and implement a reward system based on incremental hours
11. Other duties as assigned by Development, Communications and Volunteer Director

### **Communication and Volunteer Coordinator Job Requirements:**

1. Associate degree preferred with 3 years of experience in volunteer coordination, public relations / communications, or related field OR 5 years of experience in lieu of education requirements
2. Knowledge of issues related to older Vermonter population and communities while maintaining client direction and confidentiality
3. Ability to establish partnerships and work cooperatively with a wide variety of people and organizations, independently and as part of a team
4. Experience and ability to recruit, manage and recognize volunteers
5. Experience or education specific to journalism preferred
6. Highly developed interpersonal, networking and rapport-building skills with boards, community members and volunteers
7. Experience and familiarity using various social media networking platforms
8. Ability to learn specific volunteer and donor databases, as well as the agency's website platform

9. Proficient computer skills with Microsoft Office, Adobe Suite and other software programs
10. Experience with website maintenance preferred
11. Graphic design experience preferred
12. Excellent written, oral, listening and public speaking communication skills
13. Access to reliable transportation and ability to travel throughout the State of Vermont
14. Ability to pass multiple background checks
15. Ability to complete annual HIPAA trainings as required

### **Application Instructions**

Those interested in applying for this position should send their cover letter, resume and recommendations / references to [cadams@svcoa.net](mailto:cadams@svcoa.net). Thank you!