



## RSVP Coordinator Job Description

**Department:** Area Agency on Aging  
**Reports to:** Senior Companion Program Manager

### General Statement

Performs professional level work in writing, coordinating, and administering a federal AmeriCorps Seniors grant utilizing older adults to address the needs of the community through volunteerism in Buncombe, Henderson, Madison, and Transylvania counties.

### Distinguishing Features of the Class

Duties include promoting the RSVP (Retired and Senior Volunteer Program) program throughout various media outlets and ongoing public outreach. The position collaborates with agencies in the region and is a liaison between partnering locations and volunteers. Work involves recruiting and generating new placement opportunities in non-profits, health care agencies, and governmental entities for older adults by matching their interests with needs of the agencies, orienting volunteers, planning recognition events, creating and maintaining records and reports for LOSRC and AmeriCorps Seniors, and providing technical support to volunteers and agencies. Work requires judgment, initiative and creativity in performance of work. The candidate will need to be able to multi-task and have strong skills in leadership, grant writing, computer programs, customer service and public relations. Sound professional judgment and initiative are required to perform work. Extensive public contact requires tact, diplomacy and firmness regarding grant requirements are necessary. An employee in this class is responsible for grant writing, recruiting and assessing volunteers, coordinating placement in volunteer positions within variety of opportunities, and administering the program across Buncombe, Henderson, Madison, and Transylvania counties. Work is performed under general supervision by the Senior Companion Program Manager.

### Duties and Responsibilities

#### Essential Duties and Tasks

- Plans marketing, promotional strategies for developing interests in and recruiting volunteers; attends Regional Aging Advisory Council meetings and other related groups; makes presentations to varied community gatherings of older adults, retirement communities, etc.; organizes and facilitates information sessions; writes and coordinates media releases; utilizes social networking sites to post information and update volunteers; contributes to the Aging newsletter and LOSRC social media sites.
- Work with non-profits and local entities to identify and develop volunteer opportunities that match volunteers' interest, skills and abilities; develop new and renewal Memorandums of Understanding with partnering agencies; provides orientation with new agencies.
- Meets with potential volunteers and screens to determine interests, skills and abilities; discusses and coordinates placements with agencies; ensures placement is a good match; works with volunteers on changing placements as needed.
- Meets with volunteers and agency contacts as needed to resolve problems; provide technical assistance.
- Coordinate, monitor, and supervise 250+ RSVP volunteer assignments to include orientation prior to starting placements, and other activities in cooperation with partnering station staff.
- Performs program administrative duties; reviews timesheets from agencies showing dates and times volunteer works; collects in-kind donations; writes statistical and program reports for LOSRC.
- Plans, collaborates and coordinates annual volunteer recognition.
- Budget review and timely submission of budget requests.
- Maintain RSVP Program Handbook for volunteers.
- Prepare and distribute monthly RSVP newsletter for volunteers.
- Makes quarterly visits to partnering volunteer stations to monitor the satisfaction of the RSVP volunteers in their assignments and progress toward achieving expected outcomes.
- Compile data required by the federal program and ensure all federal grant requirements are followed: Annual Safety and Accessibility Assessments; Memorandum of Understandings; Annual Volunteer Surveys; In-Kind.

#### Additional Job Duties

- Performs related duties as required.

## Recruitment and Selection Guidelines

### Knowledge, Skills, and Abilities

- Considerable knowledge of the aging process.
- Considerable knowledge of needs of older adults and needs of community based organizations.
- Knowledge of appropriate techniques in working with older adults, volunteers, and agency personnel.
- Knowledge of the program guidelines.
- Technical navigation skills to input software data, excel spreadsheets, and create media outreach.
- Ability to recruit, train and motivate volunteers.
- Ability to listen effectively.
- Ability to work effectively with older adults with varying abilities.
- Ability to establish and maintain effective working relationships with public and non-profit service organizations, volunteers, community groups interested in the programs, coworkers, supervisors and the general public.
- Ability to communicate effectively in both oral and in written forms, and to make presentations.
- Ability to proactively recruit volunteers and non-profit agencies to participate in the program.
- Ability to solve problems, reach effective resolutions, and to provide technical assistance to agencies and volunteers.

### Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with other employees, customers and partners.
- Work effectively as a team contributor on all assignments.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances.
- Maintain a high level of professionalism and to conduct business in an ethical manner at all times.
- Maintain regular and punctual attendance.

### Physical Requirements

- Must be able to perform sedentary work and exert up to 10 pounds of force occasionally and or a negligible amount of force to move objects.
- Must possess the visual acuity to work with data and figures, to read extensively, and to operate a computer.

### Desirable Education and Experience

- Bachelor's Degree in a human services field and two years of professional related program experience; or an equivalent combination of education and experience.
- Grant writing and reporting experience.
- Event planning experience.
- Experience with AmeriCorps Seniors programs.

### Special Requirements

- Possession of a valid North Carolina driver's license and access to a car on a regular basis may be required in the performance of work.