



## POSITION DESCRIPTION

### Senior and Disability Services Community Outreach & Volunteer Coordinator

<b>Community Outreach &amp; Volunteer Coordinator</b>
EMPLOYEE NAME: <hr/>
Position Title: Community Outreach & Volunteer Coordinator
Classification/Salary Range: Community Outreach & Volunteer Coordinator / SEIU Range 17.92
Division/Unit: Senior and Disability Services/Leads
Supervisor: Unit Manager
FLSA Status: Non-Exempt, Overtime eligible
Representation: SEIU
Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS satellite offices, or other locations as needed
<b>Position Purpose</b>
<p>This position exists to provide training, quality assurance, quality control, and technical assistance on program procedures; to coordinate community outreach activities; recruit, train, manage, and coordinate volunteer services; and to manage special projects as assigned by management.</p> <p><b>Note:</b> Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.</p>
<b>Position Essential Functions</b>
<p><i>This position is responsible for the following:</i></p> <ul style="list-style-type: none"><li>• Provides training, consultation, and problem solving to S&amp;DS staff and volunteers. Mentors and coaches customer service skills appropriate to agency clients and providers.</li></ul>

- Works closely with volunteers to ensure adherence to best practices including client privacy, professionalism, and agency safety standards.
- Researches policy and keeps up to date on changes and technical advances.
- Trains volunteers and community partners on current or new policy in a group setting or on a one-on-one basis.
- Creates, compiles, and updates effective tools for volunteers to use, i.e. cheat sheets, desk guides.
- Explains complex programs, rules, regulations, and policies to consumers and volunteers.
- Communicates effectively with other employees, consumers, representatives of other agencies, and the general public using tact, courtesy, and good judgment.
- Establishes and maintains effective working relationships with employees, seniors, people with disabilities, community partners, and the general public. Functions as the contact person for other agencies as needed.
- Exercises knowledgeable, independent judgment on routine and non-routine matters.
- Provides empathetic, trauma-informed outreach services that are sensitive to underlying barriers and equity disparities that impact how services are perceived.
- Responds to community requests for training on issues related resources and services for older adults, adults with disabilities, and family caregivers. Assists with community event participation, which may include determining event staffing needs, recruitment and organization of staff and community partners, preparing materials, marketing, and scheduling. Places specific emphasis on events for underserved populations or special needs identified in the Area Plan.
- Collaborates with partner agencies to provide accessible information about S&DS programs to individuals with increased barriers to accessing and retaining services due to one or more social risk factors.
- Tracks education and outreach activities in the community and the referrals that are generated. Complies with State and Federal reporting requirements for OAA Activities.
- Creates community education program protocols and practices to ensure client and volunteer confidentiality and assistance.
- Prepares a variety of records and reports to meet community education program requirements.
- Offers operational and technical assistance to Unit Managers.

- Prepares a variety of records and reports as assigned by Unit Manager.
- Attends S&DS meetings and local and state training sessions.
- Assists with volunteer marketing and recruitment.
- Performs backup of essential office functions as needed.
- May be required to provide witness testimony during Administrative Hearing.
- Provides back-up crisis management for angry/hostile clients.

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### **Other Duties of Position**

Provides back-up support to other positions in the office in case of absence or work overload.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

### **Minimum Qualifications**

*Knowledge, skills, and abilities:*

Thorough knowledge of legal requirements, standards, regulations, policies, and procedures related to programs for the elderly and people with disabilities.

Thorough knowledge of client assessment techniques and service plan development.

Considerable knowledge of issues, problems, and concerns of consumers.

Considerable knowledge of community resources and services for the elderly and people with disabilities.

This position requires extensive computer work on Oregon Access and other state mainframe applications; interviewing people both in person and on the telephone; incumbent must have good written and verbal communication skills.

Considerable ability to establish and maintain effective working relationships and communicate effectively with other employees, seniors, people with disabilities, representatives of other agencies, and the general public using tact, courtesy, and good judgment. Ability to work with accuracy and attention to detail to meet deadlines. Ability to understand and execute oral and written instructions, policies, and procedures. Ability to interpret regulations and apply them to case situations.

*Education and experience:*

Bachelor's Degree in any field (preference given to those with a degree in a human services field) plus 3 years of human services experience, OR  
Associates Degree in a related field plus 5 years human service experience, OR  
Three years of experience in a position that is directly related to preparation for the position (an example of a position that qualifies for this within S&DS is ADRC Specialist), OR  
Any combination of education and experience that provides the occupant with the skills, knowledge, and ability required to perform the job.

Valid Oregon State driver's license.

Passing a background check is required for this position.

**Knowledge, Skills & Abilities**

Excellent written and oral communication skills.

Ability to think creatively and respond to a changing environment.

Organized and able to manage time wisely.

Cooperative and collaborative attitude.

Ability to establish and maintain effective working relationships.

Ability to work independently and as a member of a team.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, and aging.

Ability to communicate effectively with participants, volunteers, and community members to promote their participation or resolve their concerns with professionalism and respect.

Ability to organize, plan, and coordinate multiple tasks with attention to detail; handle multiple interruptions, maintain focus on tasks and produce accurate work.

### **Signatures**

Employee signature and  
date \_\_\_\_\_

Manager signature and  
date \_\_\_\_\_

Human Resources signature and  
date \_\_\_\_\_