



## Friendly Visiting Coordinator (FT)

FriendshipWorks' mission is to reduce social isolation, enhance quality of life and preserve the dignity of elders in Boston and Brookline. We accomplish this mission by recruiting and training volunteers of all ages, faiths, and backgrounds who provide friendship, advocacy, education, assistance, and emotional support to isolated older adults.

FriendshipWorks operates six programs throughout Greater Boston. One of the cornerstones of our work is our Friendly Visiting program that connects elders one-on-one in their homes with volunteers who provide company, friendship, and support. Friendly visiting matching is provided in all of Boston's neighborhoods, Brookline, Newton, Cambridge, and Somerville. Other programs include Medical Escort, Friendly Helping, and three programs that foster connection in congregate settings - PetPals, MusicWorks and Relaxing through the Arts. We have staff who speak both English and Spanish.

### DESCRIPTION

#### Position Summary:

The Friendly Visiting Coordinator is a full-time position. The position is responsible for all aspects of the Friendly Visiting program in assigned neighborhoods, including outreach, volunteer recruitment and screening, matching, home visits, and reporting. Additionally, the Coordinator is responsible for regular community engagement and leadership of local neighborhood initiatives that serve the FriendshipWorks mission. The position requires the ability to work independently, as well as in coordination with other Friendly Visitor Coordinators and the Director of Programs.

Normally the position is based downtown with regular travel to assigned neighborhoods. While travel can occur on public transportation, **access to a car can be helpful but not required. Since March, the position operates remotely and will do so until the office downtown reopens. Occasional evenings and weekends required.**

### RESPONSIBILITIES:

#### Overall:

- Commitment to FriendshipWorks' mission and volunteer-driven model
- Be a spokesperson for all FriendshipWorks programs in the assigned neighborhoods
- Supervise and train interns and volunteers as needed.
- Maintain strong communication with main office.

- Work with Director of Programs and other program staff on defining and measuring impact goals; responsible for reporting on volunteers, elders, and matches.
- Plan, with Friendly Visitor Team, volunteer appreciation events.
- Participate in, and be community liaison for, FriendshipWorks events such as the Walk to End Elder Isolation.
- Bring funding opportunities, potential donors and board members to attention of the Director of Programs and/or Executive Director.
- Other responsibilities as assigned.

#### Friendly Visiting:

- Conduct outreach for referral of appropriate elder recipients.
- Establish relationships with providers and organizations serving elders in assigned neighborhoods.
- Recruit, interview, screen and train *Friendly Visitor* volunteers within the designated neighborhoods.
- Conduct home visits to assess needs and appropriateness of elder referrals.
- Assign volunteers to be matched with elders according to their needs.
- Provide supervision and support to volunteers and recipients.
- Maintain program data base on volunteers, recipients and referral sources.

#### Community Engagement:

- Work with key partners in neighborhoods and develop new partnerships.
- Develop and maintain partnerships in assigned neighborhoods.
- Other duties as assigned.

### **QUALIFICATIONS**

- Experience and sensitivity in assessing the needs of elders.
- Excellent leadership and organizational skills.
- Ability to work independently, but also as part of a team.
- Excellent communication, public relations, and interpersonal skills.
- Comfort with setting healthy boundaries/delegating tasks as needed.
- Ability to foster volunteer commitment.
- Experience in and passion for community outreach and engagement.
- Bachelor's degree preferred but equivalent work experience considered.
- Knowledge of health and social service resources in Boston preferred.
- Strong computer skills; familiarity with Salesforce or other databases a plus.
- Fluency in a second language, especially Spanish, Haitian or Cape Verdean Creole, strongly preferred.

Salary range \$40-44,000 depending on years of relevant work experience.

*FriendshipWorks strives to create a diverse and inclusive culture where everyone feels welcome and supported. FriendshipWorks provides equal employment opportunities without regard to race, color, national origin, religion or creed, gender, sexual orientation, marital status, age, veteran status, disability or any other legally protected status recognized by federal, state or local law with respect*

*to employment opportunities. Individuals from underrepresented groups are especially encouraged to apply.*