North Central
NEW MEXICO
ECONOMIC DEVELOPMENT DISTRICT

644 Don Gaspar
Santa Fe, NM 87505
505.395.2668
Toll Free 866.699.4627
www.ncnmedd.com

Job Posting

JOB TITLE **Volunteer Specialist, Non-Metro Area Agency on Aging**

SALARY & QUALIFICATIONS

Level	Salary Range	Required Qualifications
I	$35,000 - $45,000	3-5 years direct experience
II	$45,000 - $55,000	3-5 years direct experience and Associate's degree in a related field
III	$55,000 - $65,000	5-7 years direct experience and Bachelor's degree in a related field
	This position allows substitution of education for experience and vice-versa, calculated at the discretion of management.	

CLASSIFICATION Full Time, Exempt (Salaried)

LOCATION

Santa Fe (PSA 2 - 1 opening)
Tucumcari, Clovis or Hobbs (PSA 3 - 1 opening)
Las Cruces (PSA 4 - 1 opening)

SUMMARY

This position recruits and manages volunteers for the Volunteer Driver Program (VDP), which provides older adults (age 60+) with transportation to non-emergency medical appointments. The Volunteer Specialist works closely with providers, volunteers, and riders to ensure accuracy of scheduling, rescheduling, and/or cancellations in a timely manner. If directed, the position may also recruit volunteers for other activities that support older adults.

Duties	Percent of total
Volunteer Driver Program scheduling using volunteer management software	45%
Volunteer recruitment	25%
Volunteer and rider orientation, training, and technical assistance	20%
Other volunteer activities or duties as assigned	10%

EXAMPLES OF WORK PERFORMED

- Schedule appropriately matched transportation assistance to non-emergency medical appointments per VDP program requirements
- Respond promptly to all cancellations and rescheduling requests from volunteers, older adults and caregivers
- Maintain accurate information and schedules in Non-Metro AAA's volunteer management software to ensure that assignments and services are communicated, coordinated and delivered in a quality and timely manner
- Recruit, interview, and train compassionate and competent volunteers
- Conduct ongoing volunteer recruitment at community events, conferences, and networking opportunities, or as directed

- Conduct orientation and training for providers, older adults, and caregivers
- Work with older adults and caregivers to ensure that program protocols are understood and followed
- Provide phone and email coverage for all incoming inquires
- Manage referrals and coordinate connections to appropriate resources and services
- Address concerns and feedback in a timely manner
- Maintain HIPAA and confidentiality compliance
- Lead outreach initiatives to understand community needs and encourage community engagement
- Complete accurate monthly reporting in Non-Metro AAA reporting system/s
- Match potential volunteers with other volunteer opportunities and refer as appropriate
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, participating in professional societies
- Contribute to team effort by accomplishing related results as needed
- Other duties as assigned or necessary to meet the goals and objectives of NCNMEDD

SKILLS REQUIRED

Specific to Position

- Strong computer and database management skills
- Excellent customer service skills and communication with clients, caregivers, providers, and the public
- Ability to respond quickly and professionally, and to maintain professional relationships with clients, caregivers, providers, and the public
- Employs compassion and "active listening"
- Knowledge and comfort working with a diverse population
- Ability to complete tasks accurately with limited supervision
- Ability to coordinate input from various organizations/individuals
- Valid NM driver's license
- Bilingual in English/Spanish is preferred but not required

General

- Proficient in use of computers, Microsoft Office, and the Internet
- Ability to work independently, prioritize tasks, and meet deadlines
- Ability to assess and prioritize multiple tasks, projects and demands
- Ability to make good, sound judgment decisions
- Ability to communicate clearly and concisely, verbally and in writing
- Application of problem solving techniques
- Ability to work and perform in conflict/crisis environments
- Maintains effective working relationships with NCNMEDD staff, partner organizations, and customers
- Demonstrates behavior that maintains the organization's credibility, integrity, and positive image in the community

SUPERVISORY RESPONSIBILITIES

None.

TRAVEL
This position requires travel throughout New Mexico and for professional development. A valid driver's license is required.

PHYSICAL DEMANDS
This position requires basic physical demands for working in an office environment including, sitting for long periods, using computers and other typical office equipment, driving a car/van, carrying documents, and walking.

TRAINING
- HIPAA training is required for this position.
- Standard training for all employees will be applied to this position as well as any training deemed beneficial by management in the future.

DECISION-MAKING
This position requires the use of discretion and independent judgment with respect to matters of significance for the agency and consumers, as well as typical decision-making responsibilities required in a day-to-day office working environment.

COMMUNICATIONS
Reports to the Case Management Coordinator and interacts with NCNMEDD employees and contractors, the public, clients and their caregivers, service providers, government agencies, state and local elected officials, and private and/or corporate entities.

EQUIPMENT USED
Typical office equipment will be used such as computers, calculators, phones, copier/printers, projectors, and cars/vans.

WORK ENVIRONMENT
This position will require working in various environments, including clients' homes, agency offices, outside and in public places. This position will work in a standard, smoke-free, indoor office environment with other staff.

CONDUCT
The North Central New Mexico Economic Development District (NCNMEDD) has a direct and vital impact on the quality of life for those we serve. Accordingly, the services we provide require honesty, impartiality, and fairness, and must be dedicated to the protection and promotion of public health, safety, and welfare. As an employee and representative NCNMEDD and its Board of Directors, all personnel are required to exhibit and practice the highest standard of honesty and integrity and must perform under a standard of professional behavior that requires adherence to the highest principles of ethical conduct in all aspects of the position.

APPLICATION DETAILS

- Salary will vary based on education and experience.
- Position will remain open until filled.
- NCNMEDD provides Public Employee Retirement Association of New Mexico (PERA) retirement.
- Quality benefits package includes medical, dental, retirement and paid time off.
- Candidate selected for full-time employment must successfully complete all pre-employment screening and requirements prior to commencing employment.
- Applicants must complete NCNMEDD Employment Application at www.ncnmedd.com.
- Email Amanda Martinez (amandam@ncnmedd.com) with any questions.