



Human Resources and Volunteer Coordinator

Reporting to the Manager of Human Resources, the Human Resources and Volunteer Coordinator (HRVC) is responsible for supporting the Manager of Human Resources in all aspects including recruitment, on boarding, compliance, benefits and payroll. Additional duties may include communication of policies, employee development and training, regulatory compliance, administration, and disciplinary processes. This position is also responsible for functions including outreach, recruiting, selecting, and training the volunteers assisting at Choice in Aging (CiA). The HR and Volunteer Coordinator must be able to communicate effectively with volunteers, CiA staff members and clients. This position requires the ability to work independently, manage time effectively, lead by example and promote professional and effective communication in all aspects of this job. The HRVC works as a member of the CiA team providing health and social services to frail elders and adults with disabilities to meet CiA's mission of promoting dignity and independence for those in need.

Essential Functions:

Recruitment:

- Review and edit job postings for on-line, internal and external distribution. Create a recruitment strategy for each position, which could include posting job openings on internet (Indeed, Zip Recruiter etc), outreach into the community or utilizing other recruitment tools. Oversee the selection of candidates and coordinate interview and reference checking process.
- Create phone, in person interviewing question, interview teams and interviewing schedule.
- Train and advise hiring supervisors on resume review, interview questions, and best practices on selecting candidates who meet the posted job requirements. Maintain files of resumes received.
- Understand all employment labor laws as it pertains to recruitment and hiring.

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On Boarding:

- Plan and conduct new employee orientations and on boarding to foster positive attitude toward organizational objectives. Ensure that:
- All new hire paperwork is created, completed, signatures obtained and copies forwarded onto appropriate divisions and filed in the personnel filing cabinet in a timely manner.
- Register all new employees in the Maxwell Health portal; send new employees their login and password information. Provide Maxwell Health portal training via email to new employees prior to their first day on the job to ensure benefit package is reviewed and completed within the first 30 days of employment.

- Create email, computer login, drives and passwords as well as access to calendars (PTO, Special Events, and Conference Room).
- On boarding plan is created for each job classification, schedule orientation and meet and greets with appropriate staff, ensuring all aspects of on boarding is executed in a timely manner for all new hires.
- New hire information, documents and forms within the Maxwell Health portal and the Orientation Checklist are completed by new employees and if a hard copy, filed in their personnel file.
- Live Scan fingerprinting, and TB checks (where required) are completed and results meet our standards.
- Licensing and degree confirmation takes place when required and DMV reports are ordered for any employee who will drive on the job and the results are reviewed ensuring the candidate meets CiA's standards.

Compliance:

- Ensure EEOC, OSHA, and other required reports are submitted within identified deadlines.
- Create, update and file all personnel records ensuring confidentiality at all times.
- Ensure all employee Maxwell Health documents and forms are submitted, meeting eligibility deadlines.
- Coordinate all appropriate ergonomic evaluations with our occupational therapist; ensure all recommendations are reviewed and if approved, schedule maintenance and/or order necessary supplies; ensure all reports are filed in the employee's personnel file in a timely manner.
- Respond to all employment verification, unemployment and disability paperwork and related correspondence in a timely manner.
- Ensure all required labor / employment notices are ordered and posted at each center.

Benefits and Payroll:

- Provide each employee with the appropriate benefit package and ensure all new employees receive access and training for the Maxwell Health portal prior to first day of work.
- Evaluate and provide feedback to the Manager of HR regarding current benefit package and other benefit options, including but not limited to alternative health, 403(b) plans, flexible spending accounts and PTO.
- Manage annual open enrollment process and benefit enrollment and changes throughout the year.
- Collaborate with payroll regarding workers' compensation or leave of absence in regards to integrating.

Determine the Need for Volunteers

- Work with CiA staff at both locations to determine how volunteers can support program needs.
- Differentiate the volunteer needs between ongoing support and special events.

- Anticipate the need for additional volunteers and follow the trends of volunteer participation to determine ongoing recruiting.

Determine the qualifications; create the training materials for supervisors and volunteers

- Create onboard steps and materials for supervisors and volunteers.
- Identify educational/language/background/credentialing requirements for volunteers.
- Train supervisors on all on boarding steps and materials
- Collaborate with supervisors, ensuring successful on boarding for each volunteer.
- Create evaluation process to ensure volunteer program meets all expectations; adjust recruitment, on boarding and training as needed.

Develop systems to support volunteer programs

- Develop volunteer program goals and policies.
- Advise on budget for the volunteer programming,
- Develop a process to recognize volunteers.
- Develop database for tracking volunteer assignments
- Develop online interface for volunteer sign-up.
- Establish communication processes with CiA departments receiving volunteer support.

Recruit and Train Volunteers

- Use a variety of methods to attract suitable volunteer candidates, including but not limited to advertisements in newspapers, online postings and job fair attendance.
- Present to large community groups including but not limited to Rotary, youth volunteer organizations, school groups, etc. Be creative and think outside standard recruiting paths.
- Work with social, civic and local organizations to develop partnerships, where appropriate, to develop and/or utilize volunteers.
- Interface with other non-profit organizations to learn best practices for recruitment. Included but not limited to Hospice, local soup kitchens, Meals on Wheels, nursing homes, food banks, etc.
- Articulate clearly and enthusiastically the benefits of volunteering at CiA.
- Interview potential volunteers to determine if they are a good fit for the organization.
- Schedule orientation and training sessions for all volunteers. Coordinate orientation and training session with HR Coordinator and management team.
- Ensure all volunteer paperwork is completed with human resources including application, fingerprinting, TB test, flu shot, photo release, release of liability, and HIPAA form.

Schedule Volunteers

- Work closely with supervisors to come up with a schedule that supports program goals and objectives.
- Coordinate with the Fundraising and Outreach team to schedule, train and lead volunteers for all special events.

Volunteer Program Review

- Track volunteer hours and create reports.
- Work with supervisors to review program success and make adjustments as needed.

Outreach

- Support marketing and outreach departments' goals related to all CiA program needs.
- Assist management team by attending community events such as health fairs to spread the mission of CiA and recruit volunteers.
- With program Manager approval, review existing participant records to ensure marketing department has appropriate contact information for families and caregivers to be used for newsletter and fundraising database.
- Determine whether existing participants have completed photo release approval forms.
- Work with existing caregivers and families to ensure they are familiar with the CiA website, newsletter, activity calendar and facebook.
- Develop protocol to convey new information to marketing department as new participants enroll or as new information is received for existing program participants.

Determinants of Success:

- Displays enthusiasm and passion for service and Choice in Aging's mission.
- Maintains confidentiality of work related information and materials and maintains the highest level of professional standards at all times.
- Displays organization and time management skills needed to perform responsibilities on a consistent basis.
- Demonstrates exceptional organizational skills with ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail, resulting in having the ability to meet tight deadlines and handle multiple projects.
- Ability to learn quickly, works under pressure, responds calmly to emergencies, and is flexible;
- Demonstrates a proactive approach to problem-solving with strong decision-making capability.
- Highly resourceful team-player, with the ability to also be extremely effective independently.
- Reflects a positive image to the staff, participants, and community.
- Advanced knowledge and skill in Microsoft Word, Excel and PowerPoint in order to create documents, invitations, presentations, spreadsheets and mailers.
- Has a positive can do attitude.
- Demonstrates the ability to collaborate effectively with diverse populations.
- Communicates clearly, effectively, respectfully and cooperatively with management, co-workers, participants, families and caregivers;

Minimum Qualifications:

- Bachelors Degree and two years experience performing the functions described above preferably in a nonprofit or service agency **or** has the ability to fulfill the items listed in the determinants of success section.
- PHR/SPHR/SHRM certification preferred.
- Excellent communication and interpersonal skills.

- Demonstrate advanced knowledge and skill in email, internet search and usage, Microsoft Word, Excel and PowerPoint in order to create documents, such as but not limited to invitations, presentations, spreadsheets and mailers.
- Previous job history working as a member of a team.
- A valid California Driver's License, clean DMV report, own form of transportation and current auto insurance is required and must pass the Livescan fingerprint background check.

Typical Physical Demands:

- Requires prolonged sitting, some bending, stooping and stretching.
- Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, other office equipment and a motor vehicle.
- Requires normal range of hearing, eyesight, and speech.
- Requires excellent command of the English language to record, prepare, and communicate appropriate reports and to communicate with employees, outside agencies, and other necessary bodies face to face, by telephone, and by written communication.

Typical Working Conditions:

- This job entails working in a typical office setting, driving, working in different environments such as but not limited to corporate offices and Adult Day Health Care sites;
 - On occasion, CiA requires some weekend and evening work; typically calendared.
- Job Type: Full-time

Pay: \$22.00 - \$23.00 per hour

*Application: Email resume and cover letter to: employment@choiceinaging.org Fax resume: 925-849-1784 Subject Line: *Title of Open Position* Note: The recruitment timeline for this position may vary and depend on many factors and we appreciate your patience during this process. Due to the high volume of applicants, we will only be contacting those candidates whose qualifications most closely match our requirements for the position. No phone calls please. Visit www.choiceinaging.org to learn more about Choice in Aging. Choice in Aging is an Equal Opportunity Employer.*