Phinney Neighborhood Association
PNA Village Volunteer Coordinator, 20 hours per week
August 2022

Phinney Neighborhood Association Mission

The mission of the Phinney Neighborhood Association (PNA) is to build, engage, and support our diverse community through programs, services, and activities that connect neighbors and foster civic engagement.

Position Overview

The PNA is committed to building a culture of equity and inclusion, believing that a diversity of staff, Board, and programming is essential to achieving our mission. We are looking for someone who is willing to work with *and* challenge this organization and the community to be our most respectful, accepting, and sympathetic selves.

The PNA Village Volunteer Coordinator supports volunteers and members of the PNA Village, an aging in community program that empowers people to remain in their homes and neighborhoods while staying active and engaged while they age. The PNA Village Volunteer Coordinator is responsible for developing, coordinating, and maintaining an effective volunteer program including recruitment, training, and coordination of volunteers in order to provide services to Village Members. Additional program coordination duties include managing PR channels and providing support to the Village Program Director, the Village Leadership Council, Village Program Committees, and Village Members. Summer months have the potential to accommodate previously scheduled vacations and flexibility in schedule and hours, to be agreed upon by hiring supervisor. This position reports to PNA Village Director and is located at the Greenwood Senior Center (GSC).

Essential Responsibilities

- Maintain and grow the Village volunteer base through community recruitment and outreach.
- Train, screen, and place volunteers to ensure there are enough volunteers to support member needs.
- Provide ongoing support and guidance for the Village's 200 + volunteers.
- Navigate and provide support around nuanced social and emotional issues that arrise for volunteers when supporting older adults.
- Develop and execute volunteer retention strategies and initiatives, including ongoing volunteer recognition and one-time recognition events.
- Organize engaging and useful educational programs for Village program volunteers.
- Develop and implement individual volunteer and volunteer program evaluation instruments.
- Regularly share assessments with staff and Village Leadership Council.
- Formulate, document, and update volunteer policies, procedures, and standards.
- Actively engage volunteers to assess interests and skills to match with evolving member needs.
- Develop community partnerships for larger work-parties such as yard clean-up, junk hauling, holiday lights, and other team-based volunteering projects.
- With the support of the Volunteer Committee, identify and develop new volunteer roles as member needs evolve. Assign other projects to the Volunteer Committee as necessary.
- Enter and maintain volunteer program data using Salesforce.
- Manage the distribution of the PNA Connections quarterly newsletter.
- Prepare, plan, and conduct volunteer and member events as needed.
- Oversee and support the work of the Volunteer and Newsletter Committees.
- Maintain and update Village pages of the website using Wordpress.

- Provide administrative support to the program as needed.

Qualifications
- Bachelor's degree or equivalent combination of education and experience
- Experience recruiting, training, and managing volunteers
- A passion for and experience working with older adults or vulnerable populations
- Team player who is also confident working independently
- Excellent attention to detail and organizational skills
- Strong language and communication skills (written and oral)
- Highly skilled listener and thoughtful communicator when responding to people in crisis or experiencing challenges
- Enthusiastic, patient and positive attitude toward helping others and appreciation for community-building mission of the PNA
- Excellent decision making and critical thinking skills
- Ability to work in an open office environment
- Proficient in the use of Microsoft Office
- Demonstrated ability to learn new software and/or database systems
- Experience using Salesforce is a plus
- Ability to pass a national criminal background check

Compensation
This is a 20 hour per week, Monday-Thursday position paying $20-22.50 per hour DOE. Benefits include: health insurance; 401(k) plan with employer match; long-term disability insurance; a flexible spending account; self-paid Aflac products; a free PNA household membership with reduced costs for classes and room rentals; 3 weeks personal time off the first year, increasing annually; Christmas Eve – New Year's Day off; and 8 paid holidays (total paid time off first year: 5.5 weeks). We offer a convivial, positive, and flexible working environment.

About the Phinney Neighborhood Association
Headquartered in a former elementary school, the PNA has developed an active community center that not only serves as a focus of the Phinney/Greenwood neighborhood, but offers programs and activities that reach far beyond the immediate neighborhood, at four different sites in Phinney, Greenwood, and Ballard. Current programs include two preschool cooperatives, a licensed preschool and school age program at Whittier Elementary School, a hot meal program, the Greenwood Senior Center, PNA Village, a tool lending library, a business membership program, family memberships, room rentals, and countless special events that bring friends and neighbors together. We co-sponsor a summer farmers market, weekly folk music concerts, and other community events. The PNA serves over 23,000 people each year, has 70 staff, 1,100 volunteers, and an annual budget of $3.6 million. The PNA is an Equal Opportunity Employer working towards a culturally diverse work place. Applicants representing the diversity of our community are encouraged to apply.

To Apply
Please email a cover letter indicating your interest, how you meet the minimum qualifications and a resume to apply@phinneycenter.org. Position is open until filled.