

**Position Title:** Friendly Visitor Coordinator - Bikkur Holim

**Organization:** Jewish Family Service of San Diego

**Position Type:** Part-time, 20 hours per week

**Pay Rate:** \$18.50

**Standardized Benefits:** Benefits for this position include generous holiday, sick, and vacation benefits.

### **Position Overview**

The Bikkur Holim Coordinator interviews, selects, trains, and monitors volunteers; assesses potential participant's appropriateness for the program, and matches and monitors all volunteer matches.

### **Essential Duties and Responsibilities**

The Bikkur Holim Friendly Visitor Program Coordinator interviews, trains and supervises volunteers who visit homebound adults in their homes providing socialization and companionship. The Coordinator conducts in-home assessments of potential clients before matching them with the trained volunteer. Tasks include statistics, maintaining client and volunteer files, and reporting and statistics.

#### 1. Client and Volunteer tasks:

Field incoming inquiries from community regarding client participation in program (phone calls, emails, and ETOi referrals) responding within 2 working days.

All new potential clients will be phone screened within two working days of referral and if they are a potential match recipient scheduled for an in home assessment.

Contacts will be recorded in ETOi within one working day of contact.

Assess/interview potential volunteers through face to face interviews, preferably within 1 week of initial volunteer screening by Volunteer Engagement. Train volunteers individuals and/or in small groups.

Match/rematch volunteers and clients, as appropriate.

Provide supervision and support to volunteers in person, on phone and via emails regarding client concerns and volunteer experience. In emergencies communicate with volunteers/clients and supervisor as top priority.

Provide referral sources for clients who need additional services within or outside of JFS.

Plan, develop and organize semi-annual volunteer training programs

#### 2. Documentation:

- Coordinator is responsible for entering touchpoints of contacts with and for the clients in the electronic database (ETOi) within three working days. All client touchpoints to be entered into ETOi by the 1<sup>st</sup> working day of the subsequent month 100% of the time, (e.g. All December entries from volunteers and Coordinator ETOi by January 1<sup>st</sup>.)
  - Time sheets submitted into Paychex in real time and corrections made within one working day. Mileage forms completed and submitted to supervisor according to schedule 95% of the time.
  - Keep Volgistics electronic data base for volunteers up to date, entering information within three working days 90% of the time.
  - Request and submit volunteer monthly hour total statistics by the 10th day of every month 90% of the time.
  - Update, maintain and files for volunteers and clients within three days; one week if client is being closed.
3. Confidentiality:
- Client must sign a "Release of Information" prior to any information relative to the client being discussed with anyone outside the Jewish Family Service 100% of the time (APS and life endangerment-- Turkoff --excluded).
4. Quality Assurance:
- Client Satisfaction Survey will be mailed to clients or family when existent every six months and at the conclusion of services and reviewed by Coordinator and Director of Care Management 100% of time. The Coordinator will receive feedback from these forms.
5. Represent JFS at the Community outreach events, as requested.
6. Additional assignments, as needed.

### **Position Requirements**

#### Education and Experience:

- Bachelor's degree in Human Services, gerontology, or social work.
- 1+ years of working with the elderly providing direct services in the community
- Valid driver's license; dependable accessible transportation, current auto insurance and clean DMV record.
- Experience working with and managing volunteers
- Experience working with the Jewish community preferred
- Ability to be highly organized, managing multiple tasks in a short period of time

- Working knowledge of computers and competency in Word, Excel, PowerPoint, database software and internet usage
- Ability to work independently as well as collaboratively with agency staff, committee members/volunteers, and community partners
- Experience working with the elderly
- Familiarity with Jewish history, traditions and culture.

Language Skills:

- Excellent spelling, grammar and written communication skills
- Excellent telephone and oral communication skills
- Ability to read and interpret documents such as e-mails, general clerical documents, safety rules, instruction booklets and manuals
- Ability to write well (e.g. e-mails to staff, clients and family and community partners, touchpoints in ETOi, and meeting minutes.)

Reasoning Skills:

- Ability to apply common sense understanding to carry out instructions or in making decisions.
- Ability to deal with problems involving several variables.

Computer Skills:

- Proficiency in Word, Excel and Outlook
- Ability to learn and use systems such as Efforts to Outcome (ETOi) and Volgistics
- Ability to write clear concise e-mails and use Internet-based programs for recording client information and completing timesheets.

**Contact Information**

To be considered, please email your cover letter (including salary requirement) and resume to [resume4321@jfssd.org](mailto:resume4321@jfssd.org). Please, principals only. Please, no follow-up phone calls or emails.

**About Jewish Family Service of San Diego**

Jewish Family Service of San Diego is a client-centered, impact-driven organization working to build a stronger, more resilient community. For nearly 100 years, Jewish Family Service has been a trusted resource for the entire community, offering an array of services that are always life-changing, and often life-saving. At Jewish Family Service, we believe our employees are the backbone of our Agency. We strive to ensure that each employee is treated with dignity and respect. Our goal is your success. Come work at JFS and be our partner in *Moving Forward Together*. To learn more about JFS, please visit [jfssd.org](http://jfssd.org).