



Program Manager (Part-time- 30 hours)

REPORTS TO: Executive Director of Community Caregivers of Greater Derry, NH

COORDINATES WITH: Executive Director and Office Manager

PURPOSE OF POSITION: Support Executive director in recruiting, training, and supporting the volunteer caregiving program's volunteers & clients. Arrange transportation for clients with vetted and trained drivers, to/from medical & dental appointments within general area of southern NH and northern MA.

PRIMARY RESPONSIBILITIES:

Transportation program management (approx. 20 hr)

- Process telephone requests for transportation, note client name, appointment date and time, length of appointment (if known), location (directions, if needed), and any special requests/circumstances in appointment book. Revise as needed (daily/weekly)
- Find suitable volunteer to drive each client (assess volunteers' ability to assist, suitability of vehicle, volunteers' availability (hours, days, work and/or vacation schedule, client preferences, location relative to client)
- Call volunteers to arrange transportation
- Respond to return calls and messages from volunteers
- Call clients to tell them their driver's names and the time they will be picked up
- E-mail drivers with assignment specifics upon request
- Maintain schedule of dialysis patients' standing appointments with regular and substitute drivers; adjust daily/weekly.
- Build & maintain accurate list of all drivers (contact info., destination preferences, day and time preferences, client preferences, dates away, etc.)
- Keep list of drivers' insurance and vehicle info and request updates yearly.
- Other duties as assigned by the Executive Director

Volunteer & client program assistance (approx. 10 hr)

- Assist E.D. when requested in evaluating appropriateness of client for Caregiver assistance through telephone interviews and home visit.
- Assist E.D. when requested in recruiting and interviewing of potential volunteers.
- Assist E. D. in supervising volunteers throughout their participation with the agency.
- Assist E.D. in matching volunteers with clients based on client need and volunteer interests, follow client/volunteer assignments for continued appropriateness, and address client/volunteer needs.
- Assist E.D. on organizing and supervising individual and ongoing service projects.

- Assist E.D. in outreach efforts and engagements.
- Work with E.D. on cultivating relationships with service groups, schools, and religious organizations to assist with recruitment and service projects.

EXPECTATIONS FOR THE POSITION: She/he will work effectively and collaboratively in support of a team based office environment, will perform all duties appropriate to the mission of Community Caregivers of Greater Derry. All staff must participate in some capacity in fundraising and recognition events.

QUALIFICATIONS:

Preferable Associates or Bachelors Degree in related field.

Experience managing volunteers either formally or informally.

Experience working with the elderly and/or disabled in a home care setting and/or transportation services.

Valid driver's license, ready access to vehicle and adequate vehicle insurance.

Excellent communication skills.

Organizational skills with high attention to detail, proficient at reporting and documenting.

WORK SCHEDULE: Monday through Friday from 9-3, some evenings/weekends may be required to complete the task and manage the program.

COMPENSATION: Negotiable starting salary based on education and related experience. Benefits available after probationary period. Mileage reimbursement available.

POTENTIAL START DATE: November

APPLY: by email to cindee@comcaregivers.org or send your cover letter and resume attn: Cindee Tanuma, Executive Director, Community Caregivers of Greater Derry, 1 B Commons Drive, Unit 10, Londonderry, NH 03053