



**Volunteer Center of Santa Cruz County  
Empowered Aging Division**

**Empowered Aging Specialist - Bilingual**

**General Statement**

Do you feel called to make a difference in your community? Do you enjoy meeting new people? Are you passionate about helping older adults? If you answered YES to these questions, come join a small team of creative, outside the box thinkers who strive to improve the lives of older adults and enhance engagement in our community. The Volunteer Center of Santa Cruz County (VC) is a dynamic, mission and values driven agency engaging 20,000+ local people a year to connect for good in our community. Our values are quality, equity and engagement for our staff, clients, community and volunteers.

Under the supervision of the Empowered Aging Division Manager, the Program Specialist will implement and execute multiple program operations and projects and utilize specialized skills and training in order to meet program goals and productivity requirements. The Program Specialist will provide participant and volunteer support and directly engage with older adults in a variety of programs that encourage engagement and promote independence. These programs include Helping Hands, Senior Transportation, Stay Connected and A Matter of Balance. **This position requires the candidate to be bilingual in English/Spanish.**

**Programs and Projects**

- Facilitates the enrollment, registration and intake forms for each Fall Prevention class
- Provides training, support and resources for Fall Prevention class facilitators
- Forms positive and collaborative relationships with program participants, volunteers and community partners
- Assists program participants with requests for services
- Trains Volunteers and facilitate small group trainings in person and virtually
- Schedules volunteers and maintain communication with volunteers
- Co-facilitates fall prevention classes and volunteer meetings as needed
- Refers seniors to local resources
- Provides bilingual and translation services as needed
- May attend volunteer and/or intern fairs
- Assists with fundraising, hosting special events and program promotion activities
- Other duties as assigned by the supervisor to meet programmatic needs

**Operations and Systems**

- In accordance with the VC Driving Protocol, regularly drives between sites to provide services and support
- Completes timecards, reimbursements, required VC forms and all other operational responsibilities promptly and accurately
- Utilizes agency-wide tools effectively including google suites; Gmail, calendar, drive, etc.

- As directed by the Division Director, accurately gathers and inputs data for program evaluation, records and reporting

### **Communications**

- Gathers content and stories for communication and outreach purposes
- Represents the Volunteer Center and Empowered Aging Division to all stakeholders and community partners
- Performs outreach activities as needed including presentations to key stakeholders and participation in multi-disciplinary teams
- Adheres to VC's standards regarding timely, accurate and professional communication
- Communicates professionally and appropriately

### **Administrative Duties**

- Helps gather needed data and perform data-entry
- Attends Empowered Aging team meetings
- Participates in agency-wide workgroups and events
- Manages participant records in accordance with program standards
- Other administrative duties as requested

### **Qualifications**

- A.A. in a related field and six months of relevant experience or two years of relevant experience working in jobs of a similar nature with older adults
- Bilingual in English and Spanish
- Ability to translate written materials from English to Spanish
- Familiarity with local senior resources
- Reliability, attention to detail and commitment to quality work
- Ability to organize, prepare for and lead program presentations
- Work collaboratively and effectively with participants, colleagues, service providers and other community members.
- Work with diverse groups and understand culturally-specific needs and values
- Must have a valid California driver's license and reliable transportation

### **Conditions of Employment**

The Volunteer Center, as part of our Work/Life Balance commitment, defines full time as 36 hours per week. The Bilingual Empowered Aging Specialist is a full-time position budgeted at 36 hours per week. Starting hourly pay is \$21.51 - \$23.86 with regularly scheduled wage increases. The position is supervised by the Empowered Aging Division Director.

**This position is contingent upon clearance of a background check.**



The VC offers a robust benefits package valued at over \$10,000.00 annually. This package includes Medical, Dental, Vision and Chiropractic insurance. In addition, we offer a 401(K) plan with company match, a Flexible Spending Account, Dependent Care Reimbursement Program, Employee Assistance Program and a half hour paid lunch. We define a full-time work schedule as 36 hours per week to value a healthy work/life balance of our team. We have mileage reimbursement for work travel and accommodate flexible scheduling for our staff when possible. You will also receive 12 days of vacation for the first year of employment, 10 paid holidays, 6 floating holidays, as well as 12 days of sick time accrued each year!

**Equal Employment opportunity/Affirmative Action Employer**

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, physical handicap, or disability, medical condition, marital status, gender, sexual preference, age, veteran status, or any other non-merit factor unrelated to job duties.

