



Medical Escort Coordinator (Boston, Brookline) - hybrid

FriendshipWorks' mission is to reduce social isolation, enhance quality of life and preserve the dignity of older adults in Greater Boston. We accomplish our work by recruiting and training volunteers of all ages, faiths, and backgrounds who provide friendship, advocacy, education, assistance, and emotional support to older adults.

We offer an array of free one-on-one and group programs so that older adults can choose what they want and need. Our programs are available to older adults regardless of whether they live independently, with family, or are in an elder building or nursing home. Our goal is to empower older adults and volunteers to add human connection to their lives in a way that is meaningful to them.

Medical Escorts is a program that helps ensure access to healthcare and reduce anxiety for older adults by providing “door-through-door” service. Volunteers accompany older adults to medical appointments, providing companionship and personalized support before, during, and after the visit. Through their volunteer experience, volunteers also gain valuable insight about the healthcare system from the patient viewpoint while also supporting their older adult neighbors.

While the program does not provide transportation, volunteers accompany older people on their healthcare visits throughout Boston, Brookline and Newton.

Position Summary:

The Medical Escort Coordinator is responsible for both for the day-to-day management of the program (e.g. filling requests for escorts, conducting intakes, training/supporting volunteers, supervising interns) as well as longer-term strategic planning and action (e.g. designing projects to grow the program, identifying gaps, engaging in targeted outreach).

The position is hybrid, with at least two days working from our downtown office and the possibility of working other days remotely. Work is primarily over the phone, although the Coordinator will also conduct outreach and may also need to fill in occasionally to cover escorts.

RESPONSIBILITIES:

Overall:

- Commitment to FriendshipWorks' mission and volunteer-driven model
- Ability to represent all of FriendshipWorks' programs and mission externally
- Help support program-wide initiatives, such as volunteer recruitment and volunteer appreciation events
- Bring funding opportunities, potential donors and board members to the attention of the Director of Programs and/or Executive Director

Medical Escorts: Outreach

- Conduct in-person and online outreach and presentations to hospitals, doctors' offices, home care agencies, home nursing agencies, etc. to raise the visibility of the program, to develop a pipeline of referrals and to generate interest in volunteering
- Help cover, in conjunction with other program staff, in-person outreach events

Medical Escorts: Coordinating Escorts

- Conduct phone intakes with referral sources and older adults to determine needs, collect information, and determine appropriateness of referral
- Onboard and supervise medical escort volunteers and interns, including sending out weekly escort opportunities
- Fill medical escort requests by matching older adults with volunteers for specific appointments and ensuring communication of any and all necessary information
- Provide occasional back-up coverage for medical appointments

Medical Escorts: Program Management and Strategy

- Serve as primary contact for referral sources related to the program, as well as for several other community-based and/or healthcare organizations
- Responsible for data and reporting, including maintaining data about older adults, volunteers, referral sources, and escort activity in Salesforce, complete monthly and quarterly reporting
- Identify gaps or improvements to enhance quality for the program
- Supervise intern special projects related to the program
- Network with similar programs to help solve issues and learn new practices
- Work with the Director of Programs on defining and measuring impact goals

Other duties as assigned

QUALIFICATIONS

- Experience, sensitivity and patience in working with older adults
- Excellent organizational skills
- Detail oriented and able to meet deadlines
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Experience in and passion for community outreach and engagement desired
- Knowledge of health and social service resources in Boston strongly preferred
- Strong computer skills; past experience with databases a plus
- Fluency in second language strongly desired
- Minimum 2-3 years of equivalent work experience desired

Salary range is \$49,000-\$51,000 depending on experience. Benefits include: Health insurance, 3 weeks vacation plus 3 personal days, and retirement plan.

Send a cover letter AND resume to: jobs@fw4elders.org. Please put Medical Escort Coordinator in the subject line.

FriendshipWorks strives to create a diverse and inclusive culture where everyone feels welcome and supported. FriendshipWorks provides equal employment opportunities without regard to race, color, national origin, religion or creed, gender, sexual orientation, marital status, age, veteran status, and/or disability.