



The Key to Your Community

## Director of Volunteer and Care Services

*Do you fall asleep at night dreaming of a community laboratory to design and build high impact, creative services and programs for older adults? Do you have ideas about how to promote volunteerism itself as a way to enhance social engagement, mental acuity, and physical fitness among older adults? Do you want to teach, learn and grow with a small but dynamic staff who are committed to building a community where people of all ages, races and income levels can thrive?*

*If so, we want to meet you . . .*

**OVERVIEW:** Founded in 2007, **Capitol Hill Village (CHV)** is a non-profit member-driven, volunteer-based organization with 400 members and 300 volunteers. CHV is among the oldest and largest of the approximately 300 senior villages in the country, including 13+ in DC alone. Villages are a unique, cost-effective, community-based strategy created by older adults for older adults to ensure that aging-in-place is a viable option, conducive to health, connectedness, and well-being. Based on the concept of neighbors helping neighbors, and directly addressing the physical and emotional harms of social isolation and ageism, CHV offers social, educational, and cultural opportunities, as well as support services like transportation and tech support, and opportunities for engagement to help members and others age in community on their own terms with purpose and confidence.

As a complement to its volunteer service delivery model, CHV's Care Services team of clinically focused professionals provides resources and referrals, practical support, and professional care coordination, helping members and their families navigate health care, insurance, social services, housing and other resources. CHV's goal is to help members identify and meet their aging goals, including but not limited to remaining in the community and in their homes as they grow older.

CHV has programs and services for members across the spectrum of health, mental acuity, and economic means. We actively pursue greater racial, cultural and ethnic diversity.

**Position Description:** Capitol Hill Village seeks a fulltime Director of Volunteer and Care Services (DVCS) to join its leadership team and to manage the organization's care services team. The position responsibilities include:

### Care Services:

- ✓ **Carry a caseload with the following expectations:**
  - Perform initial and ongoing assessments of members (and potential members when necessary) in their homes.
  - Consider appropriate interventions, resources and referrals for members according

to assessment findings.

- Guide members and their families through decision-making processes using empowerment-based techniques.
- Serve as liaison among members, community agencies and other providers and directly oversee the coordination of care to support members as they age in community.
  
- ✓ **Supervise and/or manage case managers and interns:**
  - Convene Case Management meetings to discuss ongoing cases and encourage teamwork to address member needs
  - Help junior staff process member interactions, identify strengths and areas for improvement, maintain healthy boundaries, and practice self-care.
  - Review documentation to ensure case notes are kept to appropriate standards
  - Conduct weekly, biweekly or monthly supervision meetings based on individual staff and intern needs
  
- ✓ **Oversee Care Services programming:**
  - Ensure adequate staffing/volunteer leadership for ongoing support groups
  - Provide leadership on CHV's unique Village Connections program which consists of long-term supportive match between individual members and volunteers:
    - Help to match appropriate volunteers to members
    - Consult with/supervise/manage Member Services Coordinator in designing and delivering programming in support of VC partnerships
    - Work with outside evaluation team to design ongoing evaluation strategy for VC program. providing program development and oversight, and supervises case managers and Social Work Interns.
  - Provide direction and support to programs focusing on LGBTQ elders, including cultural competency training and support to other villages/organizations
  - Support CHV's Racial Equity Working Group and DEI Committee
  - As member of Leadership Team, inform overall organizational strategy around meeting member needs and maximizing volunteer engagement.

#### Volunteer Program:

- ✓ **The DVCS is closely engaged with CHV's Volunteer and Programs Coordinator to**
  - support the recruitment, training and deployment of volunteers;
  - help design and implement volunteer training;
  - consult on specific needs or concerns of individuals members or volunteers

#### Community Engagement and Partnerships:

- ✓ **The DVCS**
  - develops and sustains partnerships across community organizations, social service

providers and national entities, serving as one of the only full-time Village social workers in the country;

- remains up-to-date on best practices, services and opportunities and brings information back to staff through brief in-service trainings or communications;
- maintain a strong professional network to share ideas, improve their own practice, and improve opportunities for aging-in-place for all citizens.

#### Administration:

- ✓ **The DVCS is responsible for**
  - maintaining thorough and appropriate case records and program documentation
  - supervising 3-5 staff members and/or interns
  - ensuring CHV complies with standards of practice for privacy and confidentiality

#### General

- ✓ **Work as a member of the team to**
  - respond to member and organization needs as they change;
  - Bring a positive attitude and problem-solving approach to colleagues and the work;
  - Support anti-racism, anti-homophobia, and anti-ageism efforts at the staff and organizational level;
  - Assist in rotation and/or as needed with running staff meetings, monitoring office coverage, conceiving and/or writing newsletter articles, preparing communications about programs, answering phones, participating in “All-Hands-On-Deck” social and/or fundraising events; and
  - other duties as requested

Evaluation: CHV works with an outside evaluator to continue to develop our programming and strategy. The DVCS serves as the lead contact for designing evaluation strategies for the Care Services component of CHV.

#### **Requirements:**

- MSW, LICSW or equivalent required. Other licensed professionals considered with appropriate experience (e.g., Nurse Case Manager).
- 4-6 years of experience with increasing levels of responsibility during that time
- Experience working with older adults, their caregivers and families in home-based settings
- Excellent case management and group facilitation skills
- Excellent written and oral communication skills
- Excellent time management skills
- Experience supervising staff
- Experience in program design and development
- Experience in member services or community-based organizations
- Strong value placed on teamwork, and demonstrated ability to lead and/or participate in effective collaboration
- Knowledge of social service and aging programs, preferably in DC context
- High professional standards, unimpeachable integrity, and strong commitment to ethical

practices

- COVID-19 Vaccine (and Booster if timing allows) required prior to beginning work

**Logistics:** The Director of Volunteer and Care Services is a fulltime, salaried position. CHV is primarily an in-person operation. Due to pandemic concerns, staff are currently working 3 days per week in the office/doing home visits and the remainder from home, but that will likely evolve as conditions change. This position also requires evening and weekend on-call duty on a rotating basis (actual hours are minimal). The position reports to the Executive Director. A personal vehicle is not required.

**Salary and Benefits:** Salary is commensurate with experience, starting in low-70s. Benefits package includes employer contribution to health insurance, short and long-term disability insurance, and retirement fund; Employee Assistance Program; generous paid holidays and vacation. CHV is an equal opportunity employer.

**Application directions: Incomplete applications will not be considered.** Send a cover letter, resume, and three professional references in PDF format. Please title the documents like this: DVCS LASTNAME Resume.pdf and DVCS LASTNAME Cover.pdf (e.g., DVCS Smith resume.pdf and DVCS Smith Cover.pdf). Email materials no later than January 21, 2022, to: [jobs@capitolhillvillage.org](mailto:jobs@capitolhillvillage.org) with “Director of Volunteer and Care Services” as the subject.

### **Diversity & Equity Statement**

Capitol Hill Village began in 2007 as a neighborhood organization aimed at supporting residents of the Hill. Since our inception we continue to be a vibrant and crucial part of the community engaging with people of all ages. We work against stereotypes and seek to re-write the playbook on aging in DC. CHV recognizes that inequity in any form negatively impacts health, financial, and emotional wellbeing for individuals of all ages, but especially older adults, for whom systemic inequalities like racism and homophobia have impacted many decades of life.

To read more about our work: [www.capitolhillvillage.org](http://www.capitolhillvillage.org).