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902 University Avenue, Honolulu, Hawaii 96826 • Tel: (808) 945-3736 • FAX: (808) 942-1154 • [info@projectdana.org](mailto:info@projectdana.org)

## INTAKE COORDINATOR

**Position Title:** Intake Coordinator (Full Time, Exempt)

**Reports to:** Executive Director

**Location:** Honolulu, HI (On-site/Hybrid)

### Organization Overview:

Project Dāna has been providing compassionate support and services to Hawaii's kūpuna and their caregivers since 1989. Project Dāna fulfills its mission by matching kūpuna who need assistance with non-clinical services and activities with volunteers who want to help; by providing training, counseling, and support to family caregivers; and by providing education on issues and community resources related to aging.

### Position Overview:

The Intake Coordinator will play a key role in the successful management and onboarding of volunteers and care recipients for Project Dāna. This individual will serve as the primary point of contact for new volunteers and care recipients, ensuring a smooth onboarding process while managing ongoing relationships throughout the volunteer and care recipient engagement lifecycle. The Intake Coordinator is responsible for maintaining accurate records, providing ongoing support, and coordinating services that align with the mission of Project Dāna—offering compassionate care and assistance to seniors living at home.

### Key Responsibilities:

#### 1. Volunteer Onboarding and Management:

- Conduct interviews and screenings for potential volunteers to assess their suitability for specific roles, and lead the orientation process to ensure proper training in policies, procedures, and expectations.
- Maintain accurate records of volunteer profiles, schedules, and performance.
- Maintain the volunteer handbook and training materials to reflect current policies, procedures, and best practices.
- Provide ongoing support and communication with volunteers, including organizing check-ins, updates, and any additional training.
- Coordinate volunteer recognition efforts, including awards or appreciation programs to maintain volunteer engagement and satisfaction.
- Conduct exit interviews with departing volunteers to gather insights for improving volunteer satisfaction and program effectiveness.

**2. Care Recipient Intake and Support:**

- Conduct intake assessments for new care recipients to evaluate their needs, preferences, and eligibility for services.
- Coordinate care services, matching care recipients with appropriate volunteers based on needs, location, and availability.
- Serve as a liaison between care recipients, their families, and volunteers through regular check-ins and assessments, ensuring clear communication and satisfaction with services.
- Assist in the development of individualized care plans for care recipients, ensuring services align with their specific needs and Project Dāna's standards of care.
- Monitor care recipients' ongoing needs and update their profiles accordingly, coordinating adjustments in volunteer support when necessary.
- Facilitate referrals to additional community resources or programs when care recipients require services beyond the scope of Project Dāna.

**3. Data Management and Reporting:**

- Maintain up-to-date records for both volunteers and care recipients in the organization's database, ensuring accuracy and confidentiality.
- Track and report program metrics, including the number of volunteers onboarded, care recipients served, and hours of service provided.
- Collaborate with the Executive Director to monitor program outcomes and identify areas for improvement.
- Help to compile reports on program impact, including volunteer retention rates, care recipient satisfaction, and service quality metrics for the Executive Director and Project Dāna Advisory Council.

**4. Communication and Coordination:**

- Act as the main point of contact for inquiries about volunteering or receiving care, providing timely and compassionate responses.
- Coordinate the scheduling of volunteer shifts and assignments to ensure the program runs smoothly.
- Address any issues that arise between volunteers and care recipients, working to resolve conflicts or challenges.
- Facilitate regular feedback loops with both volunteers and care recipients to ensure that expectations are met and that both groups feel heard and supported.
- Assist in organizing community outreach efforts to recruit new volunteers and inform the public about Project Dāna's mission and services.

**5. Collaboration and Continuous Improvement:**

- Work closely with other staff members, including program coordinators and directors, to ensure a holistic and integrated approach to service delivery.
- Stay informed about best practices in volunteer management and senior care, recommending process improvements as needed.
- Represent Project Dāna at community events, outreach activities, and meetings to promote the organization's mission, recruit volunteers, and strengthen relationships with community partners.
- Be an integral part of the Project Dāna staff team, actively participating in collective responsibilities such as answering phones, staffing the office, maintaining a clean and organized workspace, and supporting day-to-day administrative functions as needed.

**Qualifications:**

- **Education:** Bachelor's degree in social work, public health, healthcare administration, or related field preferred. Equivalent work experience will be considered.
- **Experience:** Minimum of 2 years of experience in volunteer management, social services, program coordination, or related fields that involve community engagement, preferably in a nonprofit setting. Prior experience in senior services, elder care, or caregiving is a plus.
- **Skills:**
  - Strong interpersonal and communication skills, with the ability to build rapport with diverse groups of people.
  - Excellent organizational skills and attention to detail.
  - Proficiency in using database software and other administrative tools.
  - Ability to handle sensitive information with discretion and maintain confidentiality.
  - Ability to adapt and problem-solve when facing unexpected challenges or changes in circumstances.
  - Knowledge of local resources and services available to seniors and their caregivers is highly desirable.
  - Languages: Bilingual or multilingual skills are highly desirable, especially in languages commonly spoken in Hawai'i.
- **Personal Qualities:**
  - Compassionate and patient, with a deep commitment to serving the elderly and those in need.
  - Ability to work independently and as part of a team.
  - Flexible and adaptable in a dynamic work environment.

**Work Environment:**

- The role may involve occasional travel within the local community to meet with volunteers or care recipients.
- Hybrid working options may be available after an initial training period.

**Compensation:**

- \$45,000 to \$50,000
- Benefits package includes: Medical/drug/vision/dental insurance; 401(k) retirement program; Flex Spending Account & Dependent Care Account; 14 paid holidays; paid vacation and sick leave.

**How to Apply:**

Interested candidates should send a resume and cover letter providing a clear statement of interest, explaining why they are passionate about working with Project Dāna and how their skills align with the role.

**Please send applications to [executivedirector@projectdana.org](mailto:executivedirector@projectdana.org) by November 15, 2024.**

**Early submission is encouraged, as we may begin interviewing qualified candidates as applications are received.**