

Organization: RSVP of Dane County, Inc.

Position: RSVP Vets Helping Vets Coordinator (VHV) and Driver Services Program Assistant

Status: 1.0 FTE (37.5 hours per week)

Programs: RSVP Vets Helping Vets (VHV) Program and Driver Services Program; **Supervised By:** Driver Services Manager

Position Summary: Under the supervision of the Driver Services Manager, this position is responsible for coordinating the RSVP Vets Helping Vets (VHV) Program and supporting the Driver Services Program. The role includes passenger eligibility screening, ride coordination, volunteer recruitment and onboarding, community outreach, and marketing efforts to support veterans, seniors, and the broader RSVP mission throughout Dane County.

Essential Duties and Responsibilities:

VHV Program Coordinator and Ride Scheduling (53%) – 20 hours/week

- Determine program eligibility, provide program information, and register new VHV passengers.
- Coordinate rides across Dane County for VHV Program using the Assisted Rides platform.
- Produce monthly Ride Coordinator Report with ride request details and summary totals using Assisted Rides Platform.
- Work with all Dane County RSVP ride coordinators to fulfill VHV ride requests in surrounding areas.
- Serve as backup ride scheduler for Madison/Monona ride coordination.
- Collaborate with ride coordinators to resolve driver and passenger issues as they arise.
- Record ride request details and summarize data for the monthly Ride Coordinator Report.
- Maintain volunteer, program, and statistical records for monthly, quarterly, and annual reporting.
- Assist with compiling data for VHV grant reporting and grant writing.
- Support the Driver Services Manager with program recordkeeping as needed.
- Work closely with veteran and senior organizations, as well as internal Driver Services recruitment staff, to recruit veteran volunteer drivers and meet grant goals.

Driver Services and Veteran Volunteer Onboarding (20%) – 7.5 hours/week

- Enroll, process background checks, check character references, and onboard new drivers and passengers for both VHV and Driver Services programs.
- Work with DS Database Coordinator to complete entries of driver and passenger information for both VHV and DS programs into Access, Assisted Rides, and Volunteer Reporter databases.
- Schedule new driver orientations with Driver Services Manager and prepare orientation packets.
- Assist with volunteer enrollment, referrals, and general recruitment efforts across the agency.

Community Outreach and Marketing (27%) – 10 hours/week

- Provide staff support for agency activities including committee assignments, recognition events, public relations, and fundraising.
- Maintain collaborative relationships with veteran agencies, including Stand Down Madison, and work with senior center veterans' groups.
- Conduct RSVP and VHV presentations for educational outreach and volunteer recruitment.
- Assist with agency public relations and marketing efforts, including participation on the Marketing Committee.
- Work with the Community Connections Coordinator to identify and schedule tabling events and prepare outreach materials and supplies.
- Prepare articles for the quarterly *News Notes* newsletter and weekly social media posts.

Qualifications

A combination of the following qualifications is preferred:

- Prior military service, experience working with veterans, and/or demonstrated interest in veterans' services or aging programs
- Excellent oral and written communication skills, including public speaking and presentations for volunteer recruitment and program promotion.
- Strong organizational and administrative skills, including proficiency with word processing, spreadsheets, databases, and software platforms such as Access, Excel, and PowerPoint.
- High level of digital literacy and the ability to work across multiple software systems efficiently.
- Access to a personal automobile and proof of personal auto insurance.

- Successful completion of required Criminal History Background Checks, including NSOPW, State, and FBI screenings.

Hours: 37.5 hours/week 8:30-4:00 pm. Some remote work is possible with this position.

Salary: \$46,800-\$47,775

Benefits: Fringe benefit package equal to 12% of salary contributed into a cafeteria plan, Health Reimbursement Agreement (HRA), plus LTD & Life available after 90 days. Tax-Sheltered Annuity Plan. Vacation & Sick leave.

Equal Opportunity Employer with an Affirmative Action Plan.

Deadline for External Posting: Applications: Friday, May 15, 2026

The application form is available on RSVP's website www.rsvpdane.org or by calling 238-7787.