

JOB DESCRIPTION

PROGRAM: STEP Office of Aging
JOB TITLE: Volunteer Coordinator/Center for Healthy Aging Coordinator
PAY GRADE: 8

JOB SUMMARY

This position recruits new volunteers by traveling throughout Lycoming and Clinton counties, trains new and seasoned volunteers, and maintains the volunteer database which includes identifying information and individual volunteer skills to better match volunteers to opportunities that suit their skills. A successful Volunteer Coordinator should be meticulous about keeping records and passionate about volunteer work. The coordinator should uphold the values of the organization while ensuring the comfort of the volunteers in their positions. This position also assists center coordinators in organizing volunteers to complete meals on wheels and center related tasks.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Volunteers
REPORTS TO: Center for Healthy Aging Manager

MINIMUM QUALIFICATIONS

- Bachelor's degree in Health, Fitness, Recreation or Exercise, preferred; other bachelor's degrees with experience working in the health-related field or with the older adult population will be considered; and,
- Ability to be certified in First Aid/CPR (Required by the Pennsylvania Department of Aging) within initial employment period.

GENERAL REQUIREMENTS

- One year of experience with Microsoft Office products including Word, Power Point, Publisher, Access, and Excel and teleconferencing;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- Valid driver's license and reliable transportation with appropriate insurance coverage available daily; and,
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit, stand, climb stairs and safely lift and carry up to twenty pounds unassisted, have unrestricted use of the upper body, and corrected or uncorrected hearing and vision within normal ranges, and the ability to access handicapped-inaccessible residences.

SPECIFIC DUTIES

- ❖ Recruits, registers, and assists other Center for Health Aging Coordinators in organizing volunteers to complete meals on wheels and center related tasks;
- ❖ Develops and schedules speaking engagements with community organizations informing them of volunteer opportunities;
- ❖ Travels throughout Lycoming and Clinton counties;
- ❖ Performs criminal background checks on all volunteers;
- ❖ Performs or oversees data entry of volunteer hours collected from other Center for Healthy Aging Coordinators;

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- ❖ Prepares a bimonthly newsletter for volunteers;
- ❖ Maintains and distributes a volunteer handbook and volunteer job descriptions;
- ❖ Organizes planning meetings, solicitations, staff, and volunteers for the Santa's Seniors Program;
- ❖ Organizes planning meetings with other Center for Healthy Aging Coordinators, distributes invitation list and invitations, collects attendance/meal order list, and arranges for purchase and pickup of items needed for the annual volunteer recognition banquets;
- ❖ Participates in senior fairs, health fairs, and other public events to inform the public of services and volunteer opportunities;
- ❖ Recruits volunteers in coordination with other Center for Healthy Aging Coordinators; completes volunteer intake, training, and on-going supervision; completes schedules for volunteers ensuring that backup volunteers are in place if needed;
- ❖ Develops and maintains complete and accurate records including volunteer policies, procedures, position descriptions, standards of conduct, and where applicable, criminal background checks;
- ❖ Collects volunteer information, availability, and skills, and maintains an up-to-date database;
- ❖ Serves as primary point of contact for all requests to volunteer/collaborate including, telephone, voicemail, email, and written requests, and ensures a timely response;
- ❖ Uses marketing tools such as outreach programs, e-mails, and volunteer databases;
- ❖ Keeps new and existing volunteers informed about the organization and volunteer opportunities;
- ❖ Matches volunteers to opportunities that suit their skill sets and ensures they understand their responsibilities and receive the proper training;
- ❖ Organizes trainings and leads volunteer on-the-job training;
- ❖ Keeps schedules and records of volunteers' work;
- ❖ Ensures the organization's purpose is conveyed to the public;
- ❖ Applies the principles and practices of PA Departments of Agriculture and Aging ServSafe® nutritional standards to a food service program for persons aged 60 and over;
- ❖ Observes safe food handling practices when serving Center for Healthy Aging consumers and/or ensures volunteers serving meals are ascribing to safe food handling practices;
- ❖ Develops community partnerships for the provision of specialized healthy aging programming;
- ❖ Schedules and coordinates, evidence-based health programs in compliance with PDA Socialization, Recreation, Education & Health Promotion guidance, which includes programming in the following priority areas: exercise, nutrition, chronic illness, incontinence, mental health, injury and disease prevention, medication management, and substance abuse;
- ❖ Offers consumers program choice by scheduling a variety of center programs to include education, social, nutritional, cognitive, and health and wellness programs;
- ❖ Provides congregate meals in compliance with PDA guidance and also provides consumers with printed menus to encourage choice, utilizes a meal reservation system, and completes all tasks involved with meal ordering;
- ❖ Completes WellSky Nutrition Screen annually on congregate consumers to assess individual's nutritional risk; provides information and tools to consumer to decrease nutritional risk per guidance of PDA;
- ❖ Completes all WellSky required daily documentation accurately;
- ❖ Maintains compliance with all aspects of the 'Senior Community Center and Satellite Center Policies and Standards' issued by PDA in 1996, including but not limited to: Emergency Preparedness, Fiscal Management, Collection and Use of Participant Contributions, Safety, and Sanitization;
- ❖ Collects and deposits donations, as per agency policies and procedures; acts as Council Parliamentarian to the Senior Center Council; coordinates with the Council Treasurer the

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- implementation of agency procedures for funds raised or spent by the Council;
- ❖ Makes referrals for aging services and other services, as appropriate;
- ❖ Schedules center trips in coordination with the consumer and STEP Transportation Services daily and as needed;
- ❖ Completes all monthly reports accurately with submission in a timely fashion;
- ❖ Ensure all STEP Building Security procedures (for opening the building in the morning and securing the building in the evening) are followed;
- ❖ Complies with applicable federal, state, and local laws, regulations, and directives, as well as agency policies and procedures;
- ❖ Attends all staff meetings;
- ❖ Participates in educational and professional development, certification programs, and all other trainings to enhance performance;
- ❖ Maintains confidentiality at all times; and,
- ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Geographic area served;
 - Individual and group behaviors and ways of working effectively with the elderly; and,
 - Microsoft Office Suite, including but not limited to Microsoft Word, Outlook, Excel, Access, Power Point, and Publisher components.
- ❖ Skill in the following:
 - Techniques of supervision and basic management of volunteers;
 - Problem solving;
 - Planning and prioritizing tasks and duties;
 - Using a keyboard and personal computer; and,
 - Communication, such as speaking, listening, and interviewing, to express ideas clearly and to interact effectively with customers, coworkers, management, outside agencies, and the public.
- ❖ Ability to perform the following:
 - Direct the work of others;
 - Prepare and maintain written records and reports such as program and client data;
 - Plan, organize, direct, and lead programs to meet the needs of persons aged 60 and older;
 - Do arithmetic calculations sufficient to complete end of month reports;
 - Organize and plan work;
 - Participate in educational–professional development, certification programs, and all other trainings to enhance performance;
 - Make clear and pertinent statements both orally and in writing;
 - Be creative, resourceful, and flexible;
 - Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
 - Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, consumers, and the public;
 - Analyze, evaluate, and recommend action on consumer needs;
 - Understand and accept the needs and rights of others and effectively communicate with consumers;

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- Work independently, as well as within a team;
- Speak to groups of varied socio-economic backgrounds;
- Interpret written and oral information; and,
- Project a positive image.