



## Volunteer Program Manager Senior Companion Program Caregiver Manager Job Description

**Department:** Area Agency on Aging  
**Reports to:** Area Agency on Aging Director

### General Statement

Performs professional, administrative and program management of a volunteer services program for the four county Land of Sky Regional Council.

### Distinguishing Features of the Class

Employees in this class are responsible for recruitment and placement of volunteers in settings with children, caregivers, and/or older adults that involves complex detailed and sensitive screening and placement, and management of funds in paying stipends to volunteers. Work includes promoting program services, providing extensive pre and post service and ongoing training covering a wide variety of topics to help understand the needs and the ways of working with high risk and special needs children, caregivers and/or older/disabled adults, investigating problems/issues that may arise between volunteer and older adults, family member, etc. and taking appropriate disciplinary action or terminating services of a volunteer. Employees collaborate with agencies to meet needs of clients served; maintain volunteer files using specialized computer software, review timesheets and approve payments through finance; review monthly finance report for accuracy; collect and report data to the state; and write varied reports. Sound professional judgement and initiative are required to perform work. Extensive public contact requires tact, diplomacy and firmness as necessary. Work is performed under the supervision of the Director of Aging, and is reviewed through observation, reports and discussion.

### Duties and Responsibilities

#### Essential Duties and Tasks

- Plans marketing strategies and promotes the program to recruit volunteers; works closely with providers of older/ disabled adults, high risk children and caregivers. to share information, makes presentations, writes news releases, articles for Aging and Volunteer Services newsletter; networks with varied agencies and committees.
- Meets and interviews potential volunteers to determine if appropriate for the program; obtains a background check on new potential volunteers; approves or disapproves involvement in program.
- Works closely with volunteer on placement based on interests, skills and abilities in balance with older adults/ disabled or high risk children, caregivers and their plan of services; coordinates placements; places with age group has interest in working with and hours want to volunteer.
- Takes child care plans developed by teachers and enters into the system and provides volunteer the description; reviews and discusses with volunteer.
- Provides pre training or both pre and post service training; provides ongoing regular training sessions covering topics relating to varied needs and practices and techniques of working with high risk and special needs children or older/ disabled adults and caregivers; organizes ongoing monthly training and arranges for speakers or conducts training; communicates regularly with volunteers to provide information that will benefit them.
- Develops and maintains relationship with volunteer stations; develops new and renewal memorandums of understanding with varied agencies.
- Performs varied administrative duties; maintains volunteer files with up-to-date annual physicals, care plans, mid and end of year surveys, and annual income forms; enters data in program specialized software; generates and writes reports for Land of Sky and the state.
- Manages funds for grants to ensure compliance with grant; processes timesheets, calculates mileage and payment per mile and hours volunteered; coordinates payments of stipends with finances; reviews monthly finance report accuracy with records and notifies if identify problems.
- Provides technical assistance, guidance and problems resolution for problem situations that may arise with a volunteer; investigates and determines actions appropriate; may take disciplinary action or terminate involvement of a volunteer.
- Provides counseling and information to volunteer stations.
- Maintains up-to-date individual volunteer files to include physicals, income reviews, and general information.
- Coordinates recognition events for program volunteers in collaboration with Volunteer Services Advisory Council, volunteer section staff and Senior Volunteer Services Administrator.
- Provides orientation information to participants and the volunteer stations; prepares a volunteer manual to provide

information to volunteers to use as a reference tool.

- Takes calls and talks with citizens daily interested in becoming a volunteer and with staff at volunteer stations; answers questions and provides information.
- Participates with other local service agencies in the promotion of volunteers and programs associated with older adults.
- Performs additional related job duties as required.

### Recruitment and Selection Guidelines

#### Knowledge, Skills, and Abilities

- Considerable knowledge of the physical and psychological aspects of aging.
- Considerable knowledge of needs of older adults and needs of community based organizations.
- Considerable knowledge of child development, needs and behaviors of high risk children, needs of caregivers, and the principles and practices effective in working with them.
- Considerable knowledge of principles of volunteer administration.
- Considerable knowledge of where to find and how to appeal to low-income older adults.
- Considerable knowledge of the assigned program including all applicable standards, policies and procedures and grant requirements.
- Working knowledge of principles and practices of adult learning and effective teaching techniques.
- Working knowledge of computers and basic skills in using personal computers for word processing, spreadsheet, presentation software, email, internet and limited database.
- Skills in assessing volunteers to work in environments with special needs children, caregivers, or older disabled adults and making satisfactory placements.
- Ability to challenge older adults to use their experience and skills to meet the special needs of clients.
- Ability to educate agencies on best use and retention of volunteers.
- Ability to gain cooperation of agencies in properly nurturing and recognizing volunteers.
- Ability to use time effectively and productively and to manage multiple priorities.
- Ability to listen well and patiently to solve problems between volunteers and agencies.
- Ability to work effectively with people from all socioeconomic levels.
- Ability to communicate effectively both orally and in writing, to speak before groups and train older adult volunteers.
- Ability to establish and maintain effective working relationships with peers, volunteers, community public and private leaders, supervisors and coworkers.

#### Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with other employees, customers and partners.
- Work effectively as a team contributor on all assignments.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances.
- Maintain a high level of professionalism and to conduct business in an ethical manner at all times.
- Maintain regular and punctual attendance.

#### Physical Requirements

- Must be able to perform the basic life operational skills of talking, walking, lifting, reaching, standing, fingering, feeling, hearing and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally and or 10 pounds of force frequently to lift, carry, push, pull or otherwise move objects.
- Must possess the visual acuity to examine and work with maps, charts, and detailed materials, operate a computer, go and inspect sites regarding planning issues, use measuring devices, do figure computations, and do extensive reading.

#### Desirable Education and Experience

- Graduation from a four-year college or university with a degree in social work, education or related human services field and some related to human services experience providing the required knowledge and skills; or an equivalent combination of education and experience.

#### Special Requirements

- Possession of a valid North Carolina driver's license and access to a car on a regular basis that may be required in the performance of work.