Volunteer Program Manager  
Senior Companion and Foster Grandparent  
Job Description

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

General Statement of Duties
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 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 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 judgment 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 Area Agency on Aging Director, 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 and high risk children to share information, makes presentations, writes new 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 and their plan of services; coordinates placements; places with age group has interest in working with and hours want to volunteer.
- Tasks 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; 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 complies 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.
Volunteer Program Manager

- 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.
- Participants 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, 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 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 & 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 standing, fingering, talking, hearing, repetitive motions.
- Must be able to perform sedentary work and exerting up to 10 pounds of force occasionally and or a negligible amount of force to move objects.
- Must possess the visual acuity to prepare and analyze data and statistics, to read extensively and write reports, to operate a computer, and to determine the accuracy of work.

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 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.