

The Village in Howard

Description of Volunteer Categories

The Village in Howard is a community of members who choose to actively age in place by relying on mutual support, volunteers and community resources. All volunteers engaged by the Village in Howard must approach their work with the values of mutual respect, integrity, and generous caring to build the community the Village aspires to be.

Contact Person(s): Volunteer Co-Chairs (443-367-9043)

Volunteers are needed in the following categories:

- Transportation
- Administrative Support
- Home Maintenance
- Social Support
- Concierge Services
- Circle of Care
- Committee Participation

Transportation Volunteer

Description:

Transportation Volunteers use their personal vehicles to transport members to medical appointments, grocery stores, social and educational events, and other necessary destinations. The Volunteer can provide one-way or round-trip transport, depending on his/her availability.

All Transportation Volunteers must be fully vetted prior to acceptance, to assure members' safety; therefore, will be required to provide:

1. Authorization to complete a criminal background check every two years.
2. Authorization to complete a yearly Motor Vehicle screening.
3. A copy of current driver's license and auto insurance coverage on a yearly basis.

Transportation Volunteers will be contacted by the Village office, via email, when transportation requests are made by a member. Volunteers are free to accept or decline requests for specific services. Upon accepting a request, the volunteer will receive a confirmation notification, via email, containing the member's contact information, any special instructions as well as the member's Emergency Contact information. The TVIH Transportation volunteer is asked to contact the member the day prior to the scheduled trip to confirm arrangements.

Upon completion of the transportation request, TVIH volunteer is requested to report back to the Village office the hours, trip mileage and any feedback on the trip they feel necessary to report.

Qualifications:

Transportation Volunteers must have their own vehicle. They should be familiar with the area they will be driving to and comfortable offering some assistance to their passenger getting in and out of the car

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and/or building. They must be prompt, reliable, courteous and able to communicate clearly by phone and in person. Must protect confidential information.

Required Training

Transportation Volunteers will be provided access to participating in professional training to demonstrate proper body mechanics to help volunteers safely protect themselves while aiding members with physical disabilities (arthritis, walker, cane).

Administrative Support Volunteer

Description

The Administrative Support Volunteer performs the clerical and organizational tasks necessary to efficiently and effectively support The Village in Howard. To perform the necessary clerical tasks, one should be familiar with computer usage, as all tasks associated with member requests are initiated and completed via a computer database. Tasks involve:

- Contacting members and volunteers to schedule/coordinate transportation needs via computer database
- Communicate effectively and politely with members and volunteers via email and phone
- Event registration/cancellation
- Greeting visitors and answer questions from the public
- Helping with mailings
- Assisting Village Committees
- Attending monthly Administrative Support Volunteer meetings

All Administrative Support Volunteers must be fully vetted prior to acceptance, to assure members' safety and confidentiality; therefore, will be required to provide authorization to complete a criminal background check every two years.

Qualifications

Administrative Support Volunteers should be comfortable representing the Village, and its mission to the public. They should be able to feel comfortable using a computer, commit to a regular schedule (2-hour shifts) for the tasks they take on and be committed to meeting established deadlines. They must be committed to customer service and to the ideal of creating a community among members and volunteers through the administration of the Village's functions. They must be able to maintain strict confidentiality.

Required Training

Administrative Support Volunteers will be provided one-on-one training on the usage of the database. This may take several training sessions until the volunteer feels comfortable. An Office Volunteer Guide book of instructions, contacts and examples is provided to every Administrative Support Volunteer.

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Home Maintenance Volunteer

Description

Home Maintenance Volunteers perform small tasks that help members keep their residences in good order. These tasks, defined as the help a “good neighbor” would provide, do not require licensing or professional certifications. Tasks may include: changing light bulbs or smoke detector batteries, requiring a ladder to reach; installing curtain rods, grab bars, or shelving; fixing a leaky faucet or running toilet; or other light home maintenance tasks.

All Home Maintenance Volunteers must be fully vetted prior to acceptance, to assure members’ safety; therefore, will be required to provide authorization to complete a criminal background check every two years.

Volunteers interested in performing these or similar tasks will be contacted by the Village office via email when such a request is made by a member. Volunteers are free to accept or decline requests for specific services. After accepting a request, the volunteer will contact the member to schedule the task and obtain any additional details needed prior to arriving. Upon completion, the volunteer reports back to the village office with time and mileage involved, as well as any pertinent information they feel should be communicated. If the task could not be completed, the volunteer reports that as well for either reassignment or requesting member to request a referral via the Forum.

Qualifications

Home Maintenance Volunteers should have experience in successfully completing home maintenance tasks. They should be familiar with the tools and skills needed to complete the described tasks and be able to assess by inspection whether the task is within their ability to complete. They must be able to describe to the member and village staff any gap between the task requested and the job which they assess needs to be done.

Required Training

Staff will determine specific training needs related to Village practices and procedures.

Social Support Volunteer

Description

A Social Support Volunteer provides emotional support in the means of a comforting, friendly visit when a spouse’s caregiver requires respite. The visit may last 2 to 3 hours. It is important to get to know their interests. Provide informational support based on their interests. Plan activities, such as taking a walk, watching a movie, reading a short story, etc. There is no meal preparation on the part of a Social Support Volunteer, as one is not to be involved with dietary needs. Additionally, a Social Support Volunteer does not provide tangible help such as help with housekeeping, bathroom needs, transportation, etc.

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All Social Support Volunteers must be fully vetted prior to acceptance, to assure members' safety; therefore, will be required to provide authorization to complete a criminal background check every two years.

Volunteers interested in performing this service will be contacted by the Village office via email when such a request is made by a member. Volunteers are free to accept or decline requests. Upon accepting a request, the volunteer will receive a confirmation notification, via email, containing the member's contact information, any special instructions as well as the member's Emergency Contact information. The TVIH Social Support volunteer is asked to contact the requesting member several days prior to the scheduled visit to communicate planned activities and receive an update on the situation.

Upon completion of the social support visit, TVIH volunteer is requested to report back to the Village office the hours, trip mileage and any feedback on the visit they feel necessary to report.

Concierge Services Volunteer

Description

A Concierge Services Volunteer provides assistance to those unable to drive. i.e. mail packages at post office; pick up dry cleaning, prescriptions or groceries; decluttering/organizing, etc. These types of services are noted as 'grab bag', since they vary in scope.

All Concierge Services Volunteers must be fully vetted prior to acceptance, to assure members' safety; therefore, will be required to provide authorization to complete a criminal background check every two years.

Volunteers interested in performing this service will be contacted by the Village office via email when such a request is made by a member. Volunteers are free to accept or decline requests. Upon accepting a request, the volunteer will receive a confirmation notification, via email, containing the member's contact information, any special instructions as well as the member's Emergency Contact information.

Upon completion of the Concierge Services task, TVIH volunteer is requested to report back to the Village office the hours, trip mileage and any feedback on the visit they feel necessary to report.

Circle of Care Volunteer

Description

A Circle of Care Volunteer provides coordinated services to a member following surgery, an accident or other traumatic event without the member managing each need independently. Identified service needs will be managed by a Coordinator and delivered in an expedited manner by a team of TVIH volunteers. Member Confidentiality is a foremost aspect to being a Circle of Care Volunteer.

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All Circle of Care Volunteers must be fully vetted prior to acceptance, to assure members' safety; therefore, will be required to provide authorization to complete a criminal background check every two years.

Volunteers interested in performing this service will be contacted by the Village office via email when such a request is made by a member. Volunteers are free to accept or decline requests. Upon accepting a request, the volunteer will receive a confirmation notification, via email, containing the member's contact information, any special instructions as well as the member's Emergency Contact information.

Circle of Care volunteers are required to document performed tasks in a Circle of Care Forum on the TVIH website. Only volunteers in this category have access to this forum.

Committee Volunteer

Description

A Committee Volunteer is not required to be fully vetted prior to acceptance; however, such a volunteer is required to sign a 'Volunteer Agreement', which includes a confidentiality agreement.

Volunteers interested in participating on a Committee will be part of a team endeavoring to improve various aspects of the Village ranging from: Membership, Outreach and Communication, Fund Raising, Grant Writing, Programs, Information Technology, Healthy Aging Workgroup, etc.