

## The Village In Howard Volunteer Job Description

*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 and generous caring in order to build the community that the Village aspires to be.*

Contact Person: Executive Director/Volunteer Coordinator or their designee.

We need volunteers in the following six categories:

***Transportation***

***Home Maintenance***

***Social/Cultural/Educational Activities***

***Concierge Services***

***Yard Work***

***Administrative Support***

### ***A. Transportation***

Title of Job: **Transportation Volunteer**

**Job Description:** Transportation Volunteers

Transportation volunteers use their personal vehicles to transport members to medical, and other necessary destinations when other community transportation resources are not available or appropriate. This may occur because of little advance notice or because some physical assistance in and out of the destination is required. The Volunteer can provide one-way or round-trip transport, depending on his/her available time.

Volunteers Interested in performing these or similar tasks will be contacted by the Village staff when such a request is made by a member. Volunteers are free to accept or decline requests for specific services made by Village staff. After accepting a request, the volunteer will contact the member to confirm the trip and obtain any detail needed to arrive prepared. Upon completion, the volunteer reports back to village staff.

**Qualifications:** Transportation Volunteers must have their own vehicle, and submit proof of a valid driver's license and current auto insurance. 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 and/or building . They must be prompt, reliable and able to communicate clearly by phone and in person. To assure members' safety, Transportation Volunteers will undergo criminal background checks and Department of Motor Vehicle screening prior to acceptance into the program.

**Required Training:** Transportation Volunteers will receive training on assisting Members with physical disabilities and related Village practices and procedures.

## ***B. Home Maintenance***

Title of Job: **Home Maintenance Volunteer**

**Job Description:** Home Maintenance Volunteers perform small tasks that help members keep their residences in good order. These tasks are defined as help a "good neighbor" could provide, and do not require licenses or professional certifications. Tasks might include things like: changing light bulbs or smoke detector batteries, installing shelving or curtain rods, fixing a leaky faucet or running toilet or other light home maintenance task.

Volunteers Interested in performing these or similar tasks will be contacted by the Village staff when such a request is made by a member. Volunteers are free to accept or decline requests for specific services made by Village staff. After accepting a request, the volunteer will contact the member to schedule the task and obtain any detail needed to arrive prepared. Upon arrival, the volunteer should assess that the task is as described and complete the task. Upon completion, the volunteer reports back to village staff. If the task could not be completed, the volunteer reports the status of the job to Village staff for re-assignment or referral to a vendor.

**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. To assure members' safety, Home Maintenance Volunteers will undergo criminal background checks prior to acceptance into the program.

**Required Training:** Staff will determine specific training needs, related to Village practices and procedures.

### ***C. Social/Cultural/Educational Activities***

Title of Job: **Social/Cultural /Educational Event Coordinator**

**Job Description:** Event Coordinators take responsibility for organizing and helping to publicize group activities that are of interest to members. This can include groups that meet regularly such as crafts enthusiasts gathering to share their skills or movie viewing and discussion groups or special excursions such as trips to the theater, dinner or museums. Volunteers can specify the kind of events they wish to coordinate or work with staff and board to fill a need expressed by members. Event Coordinators must be responsive to members' needs to promote full inclusion and participation. Coordinators must attend all events that they coordinate.

**Qualifications:** Event Coordinators need first to be outgoing, enthusiastic individuals whose top priority is providing stellar social, cultural and educational experiences for members. They should have prior experience successfully organizing, marketing and implementing group activities. This position requires excellent attention to detail and ability to follow through to ensure successful implementation. Candidates should be strong communicators, able to work as team leaders with Village staff, Event Assistants, members and vendors. To assure members' safety, Volunteers will undergo criminal background checks prior to acceptance into the program.

**Required Training:** Event Coordinators will receive training in Village procedures relevant to their tasks such as scheduling, registration, handling contract and payment to vendors, facility management and operating AV equipment. They will also be involved in quarterly calendar meetings to plan upcoming scheduled events and evaluate completed programming.

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Title of Job: **Social/Cultural /Educational Event Assistant**

**Job Description:** Event Assistants work closely with Event Coordinators and take responsibility for some aspects of organizing and helping to publicize group

activities that are of interest to members. This can include groups that meet regularly such as crafts enthusiasts gathering to share their skills or movie viewing and discussion groups or special excursions such as trips to the theater, dinner or museums. Volunteers can specify the kind of events they wish to offer assistance or work with staff and board to fill a need expressed by members. Event Assistants must be responsive to members' needs to promote full inclusion and participation. Depending on their tasks, assistants may or may not be required to attend events for which they provide assistance.

**Qualifications:** Event Assistants should, first of all, be enthusiastic supporters of Village events. They should be good listeners and able to convey to Event Coordinators and staff any potential problems with events as well as being good problem solvers, able to maximize participation when problems arise. They must be able to “think on their feet.” Event Assistants should possess attention to detail and ability to follow through to ensure successful implementation. They should be strong communicators, able to work as team members with the Event Coordinator, Village staff, other volunteers and members. To assure members' safety, Volunteers will undergo criminal background checks prior to acceptance into the program.

**Required Training:** Staff and Event Coordinators will determine specific training needs, dependent on Assistants' tasks and experience.

#### ***D. Concierge Services***

Title of Job: **Concierge Volunteer**

**Job Description:** Concierge Volunteers help members with small tasks that might be needed occasionally due to illness or travel or could be regularly occurring needs due to members' age or mobility issues. These tasks are defined generally as help a “good neighbor” could provide. This is a wide ranging category that allows us to be responsive to many individual needs. Tasks might include things like: picking up groceries or dry cleaning or mailing a package, walking a dog or watering house plants, taking out trash/ recycling bins or checking on a house while residents are away. Household tasks such as organizing files or cooking a meal or providing computer or internet assistance might also be requested. “Friendly visitor” chats, either in person or by phone, provided on a regular basis or for a limited time might also be useful to members.

Volunteers Interested in performing these or similar tasks will be contacted by the Village staff when such a request is made by a member. Volunteers are free to accept or decline requests for specific services made by Village staff. After accepting a request, the volunteer will contact the member to schedule the task and obtain any detail needed to arrive prepared. Upon arrival, the volunteer should assess that the task is as described and complete the task.

**Qualifications:** Concierge Volunteers should be flexible and creative and enjoy developing relationships with members. They must be reliable and able to communicate well with members and staff. To assure members' safety, Concierge Volunteers will undergo criminal background checks prior to acceptance into the program.

**Required Training:** Staff will determine specific training needs, related to Village practices and procedures.

### ***E. Yard Work***

Title of Job: **Yard Work Volunteer**

**Job Description:** Yard Work Volunteers perform services that help members keep their yards looking good. Most of the services would be performed with the member and perhaps some other volunteers except where circumstances do not allow a member's participation. Tasks might include things like mowing a lawn, raking leaves, planting bulbs, trimming bushes and light mulching. Tools and equipment generally would be provided by the member although light tools might be brought by the volunteer.

Volunteers Interested in performing these or similar tasks will be contacted by the Village staff when such a request is made by a member. Volunteers are free to accept or decline requests for specific services made by Village staff. After accepting a request, the volunteer will contact the member to schedule the task and obtain any detail needed to arrive prepared. Upon arrival, the volunteer should assess that the task is as described and complete the task. Upon completion, the volunteer reports back to village staff. If the task could not be completed, the volunteer reports the status of the job to Village staff for re-assignment or referral to a vendor.

**Qualifications:** Yard Work Volunteers should enjoy yard and garden work and volunteer because they like making yards look good and don't consider it a job. They should be able to assess whether the task is within their ability and take

whatever precautions are necessary to prevent any physical injury. They should not operate any equipment they are not experienced with or overexert themselves. To assure members' safety, Yard Work Volunteers will undergo criminal background checks prior to acceptance into the program.

**Required Training:** Staff will determine specific training needs, related to Village practices and procedures.

## ***F. Administrative Support***

Title of Job: **Administrative Volunteer**

**Job Description:** Administrative Volunteers perform office tasks that support the effective operation of the Village in Howard. Tasks may involve member contact or solely focus on clerical functions. Anticipated needs include: answering phones and e-mails from members and potential members, contacting and scheduling volunteers to meet member requests for service, developing newsletter content, regularly communicating with members and stakeholders via e-mail and mailings, assisting with data entry and filing, helping with marketing Village membership and events and assisting in fundraising campaigns.

**Qualifications:** Administrative Volunteers should be comfortable representing the Village, its mission and norms to the public. They should be able to commit to a regular schedule 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. To assure members' safety, Volunteers will undergo criminal background checks prior to acceptance into the program.

**Required Training:** Staff will determine specific training needs, related to Village practices and procedures.