

Tioga Opportunities, Inc.
VOLUNTEER JOB DESCRIPTION

DEPARTMENT	Varies
TYPE OF POSITION	Volunteer

SUMMARY

Provides assistance to various programs throughout Tioga Opportunities, Inc.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Representative duties when assigned to Nutrition programs:

- Serve meals to guests during special dining events
- Prepare and plate meals in kitchen
- Clean dishes
- Maintain clean dining room
- ***Orientation required: Informal (i.e. review of sanitation requirements, dress code; brief demonstration of duties)***

Line Relationship

- Reports to: Kitchen Supervisor and/or Nutrition Coordinator

Representative duties when assigned to Clerical Tasks:

- Collates, folds, and labels documents for events, mailings, etc.
- Organize and label meal bags for Home Delivered Meals program
- Files, shreds, and performs general office tasks
- ***Orientation required: Informal (i.e. review location of office supplies, brief demonstration of duties)***

Line Relationship

- Reports to: Aging Services Coordinator and/or Nutrition Coordinator or as designated

Representative duties when assigned to Telephone Reassurance Program:

- Calls assigned clients to provide a friendly contact for the socially and/or geographically isolated
- Offers information on local resources
- Documents details of call

- **Orientation required: Informal (i.e. review of process/forms, brief demonstration of duties)**

Line Relationship

- Reports to: Aging Services Coordinator

Representative duties when assigned to Councils or Committees:

- Provides feedback and guidance as needed and relevant
- Attends meetings when scheduled
- Offers information regarding local resources
- Advocates for programs in the community as appropriate
- **Orientation required: Informal (i.e. review purpose and expectation of council or committee)**

Line Relationship

- Reports to: Department Director

Representative duties when assigned to Recreational Activities:

- Assists participants with operation of programs (i.e. ceramics, painting, bingo, etc.)
- Ensures completion of participant sign-in log
- Ensures all supplies are returned to original locations
- **Orientation required: Informal (i.e. review location of supplies, brief demonstration of duties)**

Line Relationship

- Reports to: Dining Center Manager and/or designee

Representative duties when assigned to delivering meals to homebound clients:

- Loads and transports food from the central kitchen to home delivered meals (HDM) clients
- Collects HDM contributions and places in lock box in the vehicle
- Maintains daily volunteer mileage log
- Maintains HDM meal temperature log
- **Orientation required: Formal (i.e. Training presentation, "on the job" shadowing)**

Line Relationship

- Reports to: Nutrition Coordinator or designee

Representative duties when assigned to Transportation:

- Communicates with Transportation Services Specialist to schedule transports
- Provides transportation (using personal vehicle) for clients to a variety of destinations (i.e. medical appointments, grocery store, bank, social activities, etc.)
- Maintains daily volunteer mileage log
- ***Orientation required: Formal (i.e. Training presentation)***

Line Relationship

- Reports to: Community Development Director and/or designee

Representative duties when assigned to Health Insurance Information, Counseling, and Assistance program:

- Informs individuals and families of Medicare options
- Assists with applications for health care plans and low-income programs
- Assists with outreach events throughout Tioga County
- Performs data entry and filing
- ***Orientation required: Formal (i.e. Training, “on the job” shadowing, certification exam)***

Line Relationship

- Reports to: Aging Benefits Specialist

Safety and Health

- Complies with the Safety and Health Policy Standards in all work situations

Other Facts

- Assumes the responsibility for meeting the transportation needs as required by the nature of the position.
- Volunteer hours at programs operated by the Agency will correspond to the needs of the participants and program.
- The principle of confidentiality applies to all information about program participants and their families.

VOLUNTEER REQUIREMENTS

Required Knowledge, Skills, and Abilities

- Drivers: Must be at least 21 years of age, have and maintain a valid driver’s license (when applicable), and be an “acceptable” driver by TOI standards
- Ability to follow directions
- Ability to work well with others
- Physical condition commensurate with the demands of the position

Physical Demands

- Drivers: Utilizes vision to drive, read directions, street signs, etc. (when applicable)
- Walks and carries HDM containers to and from central kitchen as well as to and from vehicle to client homes (when applicable)
- Talks and listens to communicate with staff and clients
- Bends, lifts, carries files and supplies
- Sits and standing for extended periods of time (when applicable)

I have read and understand the duties, responsibilities, and expectations pertaining to this volunteer position. I understand that this volunteer description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities required. I have been allowed to clarify and ask questions about this volunteer description.

Name

Date