



Area Agency on Aging of Pasco-Pinellas, Job Description

Job Title: Agency Volunteer	Job Category: Non-Paid
Department: TBD	Reports To: TBD
Location: Pasco-Pinellas Counties of Florida	Position Type: Part-Time (dependent upon activity)
Supervisory Responsibilities: None	Working Conditions: office/community

Job Summary:

AAAPP volunteers provide services of their own free will without monetary compensation. Our volunteers are dedicated and compassionate in fulfilling our Agency's mission. Volunteers operate in a professional office environment, off-site venues, and outside event areas in various weather conditions.

Preferred Skills / Qualifications:

As an agency volunteer, you will be responsible for completing assigned tasks, assisting other team members, and helping those we serve with a positive and empathetic attitude.

- He/she has an interest in helping people and the local community.
- Customer service mindset including professionalism, tact, and courtesy in dealing with individuals served.
- Strong listening and comprehension skills.
- Basic computer and internet skills for some activities.
- Willingness to work with a culturally diverse volunteer and client population.
- Ability to demonstrate and remain free from any conflict of interest as a volunteer.
- Desire to serve the community consistently with directives and state program contract goals.
- Ability to coordinate volunteer activities and maintain multiple schedules, and willingness to travel with access to transportation.

Duties and Responsibilities:

Cooperatively works with other team members while adhering to AAAPP policies and procedures including maintaining confidentiality and acting in the best interest of the agency.

Specific responsibilities could include:

- Be a trained SHINE (Serving Health Insurance Needs for Elders) volunteer.
- Assist with Silver Santas, a volunteer led project that helps fulfill the Christmas wishes of seniors
- Assist with specific one time activities.
- Make presentations (online and in person) that clearly explain our programs and vividly describe the outcomes we produce.
- Distribute promotional materials at live speaking events.
- Assist in planning and coordinating events and activities.
- Report in writing to our volunteer coordinator: the number of people attending each event, audience feedback, and any contacts and client referrals.
- Advocate for the cause or organization, including raising awareness and educating others.



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- Provide compassionate service to clients or beneficiaries of the AAAPP such as delivering meals or reading to seniors.
- Assist with administrative tasks, including data entry, filing, answering phones, or managing mailings.
- Provide support in the agency's daily operations.

Physical Demands:

While performing the duties of this volunteer activity, the volunteer is regularly required to talk or hear. The volunteer frequently is required to sit, stand; walk; use hands, handle or feel; and reach with hands and arms. The volunteer may frequently lift and/or move objects up to 10 pounds and occasionally lift and/or move objects up to 50 pounds.

Special Requirements:

Must pass DOEA Level II criminal background screening; active drivers' license and must sign and complete a Conflict of Interest form.

Accordingly, the purpose of this policy is to reinforce our commitment to the creation and maintenance of a diverse workplace where equality, respect, and consideration for one another are the norm.

Agency Volunteer Signature:	Date:
AAAPP staff Signature:	Date:
Last Updated By:	Date: