

Cornerstone Community Action Agency

Job Description

JOB TITLE: Volunteer **Specialist**

Exempt (Y/N): No
Supervisor: RSVP Director

Introductory period: 180 days
Work Period: Must not exceed 25 hrs./wk.

Cornerstone Community Action Agency is committed to a policy of Equal Opportunity Employment (EOE) in its dealings with both employees and applicants for employment. As such, CCAA provides equal opportunity without regard to race, ethnicity, age, religion, sex, sexual orientation, national origin, disability, status as a veteran, or any other characteristic protected by law except when such characteristic is a bona fide occupational qualification.

CCAA Vision Statement

To build thriving and self-sufficient communities by creating equal opportunities for all individuals and families.

CCAA Mission Statement

A Community in Action, Empowering People, Changing Lives, and Offering Hope to Achieve Self-Sufficiency.

This position assists in the fulfillment of the agency's mission by creating an opportunity to empower people, change lives, and offer hope to achieve self-sufficiency for each individual and family we serve.

SUMMARY: Coordinate, facilitate, and monitor volunteers in the Retired and Senior Volunteer Program (RSVP) and the Volunteer Income Tax Assistance Program (VITA). Provide leadership in planning, designing, implementing, evaluating program systems, and in representing the agency Assist Program Director with volunteer and station recruitment while reporting daily activities and engagement, including project reports and memoranda of understanding. Ensure compliance with federal regulations and CCAA Policies and Procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES. The Volunteer Specialist Part Time will:

- Develops recruitment strategies to acquire volunteers to operate the program.
- Develops and maintains professional relationships with college placement offices as a source to generate volunteers.
- Schedule and attend job/career fairs to generate volunteers.
- Provide information on company/program operations to potential volunteers.
- Provide all media (newspapers, radio, websites, social media, etc.) with notices regarding program updates, newsworthy events, and advertising.
- Develop and distribute all publicity for every production and for program activities. Notices, calendar events, publicity with photographs and general news articles are part of the regular publicity events. Informs Program Director of all advertising, including posters, flyers or mailers for all production needs-
- Act as a spokesperson for the program with Executive Director approval.
- Develop, implement, coordinate, promote, and evaluate the program.
- Assure program contract and regulatory compliance.
- Investigate and resolve client complaints.
- Participate in the development and administration of program budget.

- Prepare and maintain records and reports as needed.
- Oversee care and maintenance of facilities, equipment, etc.
- Must have the ability to establish good working relationships and work harmoniously with others, both as a team and independently.
- Ensure consistency in service delivery across program areas with attention to inclusive practices and integration of component areas.
- Participate in development of program interagency agreements and contracts.
- Establish and maintain relationships and collaborations with community agencies and partners.
- Attend interagency organizational and planning meetings as appropriate.
- Participate in professional development activities and organized community events.
- Participate in the development of collaborations and facility development for future expansion in the number of services, work with funding source representatives.
- Ensures compliance with program requirements.
- Adhere to safety discipline and accountability policies and regulations.
- Other duties may be assigned.

General Responsibilities The staff member will:

- Appearance: Ensure personal appearance, personal hygiene, and dress are appropriate for the day's activities and comply with dress code.
- Reliability: Ensure he/she can be counted on to carry out assigned responsibilities independently.
- Safety: Safely and properly use, maintain, and operate all equipment for carrying out duties.
- Punctuality: Employee observes regularly scheduled work hours.
- Compliance: Employee follows Agency policies, procedures, and established regulations

Qualification Requirement: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience: Must be 18 years old or older. 1) High School Diploma, or GED; and at least two years of college or 2) High School Diploma, or GED, with at least three years of experience in program management, advertising, recruiting, and/or public relations. Must be knowledgeable of the social, emotional, physical needs of low-income families, must have experience working with low-income families and the public and be able to relate to families and to understand their needs and concerns. solving skills. Experience in the administration of agency or entity relative to assignment.

Required Skills/Abilities

Language Skills: Must have ability to read and interpret documents such as Agency policies and procedures, program outlines and regulations, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of people, employees, or community organizations. Ability to design and implement effective training for the department and agency. Must have excellent verbal and written communication skills, including group presentations, and be able communicate in an effective professional manner with the public, agency clients, vendors, and staff. Good diagnostic, troubleshooting, and problem-solving skills.

Reasoning Ability: Must have ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Must have ability to work independently and to deal with problems involving several concrete variables in standardized situations. Must have excellent interpersonal and customer service skills.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Physical Demands: The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit for long periods of time and use hands and fingers to gather information, write, fax, data entry, telephone, keep his/hers working office clean and orderly. Specific vision abilities required by this job include close vision, distant vision, peripheral vision, depth perception, and the ability to adjust focus. Specific hearing and speaking abilities required by this job include listening to and talking to the public, agency clients, vendors, and staff. Sustained concentration and attention to detail and accuracy, along with ability to prioritize a complex workload. The employee must be able to lift or move up to 25 pounds.

Other Skills and Abilities: Ability to operate a personal computer, proficient in the use of e-mail and Microsoft Office Suite or related software. Competent in the use of fax and copier machines, calculators, and other office machines. Must have excellent organizational skills and attention to detail. Additional skills for compliance include: Research skills, reporting research results, analyzing data, coordination, and audit skills. Traveling and attending evening and weekend meetings/events is required. Ability to carry out instructions assigned by Supervisor, or Executive Director.

**This form reflects the general details considered necessary to describe the essential function of the job identified and shall not be considered as a detailed description of all the work requirements that may be inherent to the job.*

Failure to comply with Personnel policies, job responsibilities, functions, and safety policies, can result in disciplinary actions up to and including termination.

This is an "At Will" employment and nothing contained herein is intended to create any contractual rights between Employer and Employee. Employees may be terminated at any time with or without cause.

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

EMPLOYEE RECEIPT OF JOB DESCRIPTION

This job description is not intended to be all inclusive. CCAA reserves the right to revise or change job duties. This job description does not constitute a written or implied contract of employment.

I have read and understand this job description. I certify that I am able to perform the requirements of this job description. I have received a copy of this document.

Employee SIGNATURE

Date of Signature

Employee PRINTED NAME