

# Johnson County Senior Center



*You've Got A Friend!*

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VOLUNTEER POLICIES  
AND PROCEDURES

Dear Volunteer:

The Johnson County Senior Center is pleased to welcome you to the volunteer program. We appreciate your interest and are grateful that you have chosen to share your time and talents with the senior center. We hope you find your experiences at the center to be fulfilling and gratifying.

This handbook is designed to assist you as you serve as a Johnson County Senior Center volunteer. It provides information about the duties, practices, and volunteer opportunities at the center.

Again, thank you for your time and interest in making the center a success.

Sincerely,

Kathy Motsinger

Director

Johnson County Senior Center

The Johnson County Senior Center believes that volunteer service is a unique and valuable contribution that benefits both the volunteer and the community. We also believe that our volunteers working in partnership with paid staff are a necessary and vital force in achieving the center's vision, mission, and strategic goals.

These policies and procedures shall provide an overall guideline for volunteer and the staff responsible for volunteer activities. Non-compliance of these policies may result in dismissal.

These policies and procedures may be amended at any time. Suggestions for amendments should be submitted in writing to the director of the center.

**VISION STATEMENT:** The Johnson County Senior Center is a place where everyone ages with dignity and purpose, maintaining a zest for life, where we encourage and enable older adults to live independently.

**MISSION STATEMENT:** The mission of the Johnson County Senior Center is to empower and enhance the quality of life of people in our community as they age. This is the “go to” resource for help, information, education, wellness, fun, and friendship. We show compassion in meeting the needs of our population.

**MOTTO:** You’ve got a friend at the Johnson County Senior Center.

A Johnson County Senior Center volunteer is anyone who meets the following:

1. Working on a project directly sponsored by the center.
2. An active member of the center. Must have a current BCI and volunteer forms signed. May or may not be a member of RSVP.

3. Supervised by another center volunteer, or a center staff member.

All center volunteers will receive equal opportunity and treatment throughout the volunteer process. There will be no discrimination, harassment, or abuse. Sexual harassment, both verbal and physical, is discrimination and will not be tolerated.

Diversity is the collective differences and similarities of our members. Center volunteers and staff will strive to attract, develop, and sustain a diverse volunteer force for the center.

Center volunteers may NOT accept compensation for the performance of their duties. Compensation includes fees, gratuities, honoraria, or any form of compensation to the volunteer, or to a member of the volunteer's family or household. Donations may be made in the volunteer's name to the center.

Volunteers must be aware that the outside obligations, financial interests, or employment may result in a conflict of interest and could affect the objectivity of their volunteering. Volunteers need to avoid situations that could create a conflict of interest, or the appearance of a conflict. The volunteer should make the director aware of such conflicts.

Volunteers and their supervisors will resolve all problems and conflicts as they occur. If the problem or conflict cannot be resolved, the supervisor will refer the matter to the director. If at this time, the problem cannot be resolved, the director will take the conflict before the Advisory Board of Directors.

Volunteers are strictly prohibited from using or allowing others to use any center membership or participants lists, or our letterhead for any purpose other than center business or activities, to which they are assigned.

Volunteers are expected to have a high standard of personal and professional behavior. All volunteers must maintain confidentiality when exposed to sensitive information. Sensitive information may include social security number, phone number, and address, income levels, and any services received by client through our center, and health related information. The above are examples only and may not include everything of a confidential and sensitive nature. If you have a question, ask your volunteer supervisor, or the director. Any questions anyone asks you about someone else should be directed to the volunteer supervisor or director.

All individuals with whom the volunteer works, is to be treated with dignity and respect.

Volunteers are not paid or compensated for their work. No volunteer is to take any supplies or materials out of this building without the permission of the center director. No volunteer will take any supplies or materials for their personal use, if a volunteer wants the project they are working on, that volunteer may purchase the project. They can purchase said project from the volunteer supervisor, or the director.

Again, we will reiterate: Non-compliance of these policies and procedures may result in dismissal.

Volunteers may resign at any time. The volunteer needs to notify the supervisor or the director when their last volunteer day of service will be. This notice can be in writing or may be spoken to the supervisor or director.

The center may release a volunteer from service at any time. Written notice of this decision will be given to the volunteer, signed by the Advisory Board of Directors. Before such a release will be given, corrective action will be written to the volunteer, and an adequate amount of time given for the volunteer to correct any actions. If the actions are not corrected, the incident will be taken before the Advisory Board of Directors, for a decision on whether to release the volunteer from service or not.

If you would like to join RSVP (Retired and Senior Volunteer Program), please ask the director.

#### **VOLUNTEER JOB DESCRIPTION:**

1. Respond to the supervisor's instructions.
2. Abides by these Policies and Procedures.
3. Always presents a clean and well-groomed appearance.

4. Must have references and background checked if volunteer services require volunteer to go into senior's homes.
5. This job description is not intended to be all inclusive, and the volunteer shall perform other duties as may be assigned.

Volunteer signature \_\_\_\_\_

With my signature, I affirm that I have read, or have had explained to me, the above statements. I hereby authorize the Johnson County Senior Center to contact the individuals on my reference check form for the sole purpose of acquiring reference check information and release the center and the stated individuals from any and all liability of any type as a result of providing the requested information.

### Volunteer Reference and Background Application

Name: \_\_\_\_\_

Have you been convicted of a felony? \_\_\_\_\_

If yes, please explain:

\_\_\_\_\_

References:

1. Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ How long have you known this person? \_\_\_\_\_

2. Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ How long have you known this person? \_\_\_\_\_

3. Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ How long have you known this person? \_\_\_\_\_

**The Johnson County Senior Center Volunteer Interest**

Select the ones that interest you:

\_\_\_\_\_ **Pool Table Volunteer:** clean pool tables, repair pool sticks, empty trash, vacuum carpet, clean powder off tables.

\_\_\_\_\_ **Congregate/Main Room Volunteer:** help with meals, and keeping dining area clean and stocked for lunch, keep kitchen clean.

\_\_\_\_\_ **Greeter:** Greet the public, answer questions, conduct tours, and provide general center information.

\_\_\_\_\_ **Receptionist:** Answer the phone, assist members with check-in, provide general center information.

\_\_\_\_\_ **Data Entry Clerk:** Input data and create or update center documents or other clerical duties.

\_\_\_\_\_ **Meals on Wheels Volunteer:** deliver homebound meals.

\_\_\_\_\_ **Grounds Crew:** help keep grounds clean by weeding, watering plants and picking up trash.

\_\_\_\_\_ **Maintenance Crew:** identify needs and help with general maintenance and repair of the center.

\_\_\_\_\_ **Quilt Volunteer:** quilting and or tacking quilts, hemming, and quilt set up.

\_\_\_\_\_ **My Ride Volunteer:** provide senior door to door transportation service.

\_\_\_\_\_ **Exercise Room Volunteer:** help keep exercise equipment and room clean.

\_\_\_\_\_ **Technical Volunteer:** help maintain computers, and video equipment, etc.

\_\_\_\_\_ **Special Events Volunteer:** set up and arrange tables and chairs in center for special events.

\_\_\_\_\_ **Newspaper Reporter Volunteer:** write article for center once a month, and special events.

\_\_\_\_\_ **Outreach Volunteer:** identify members who need cards (birthday, get well, and thank you) sent to them and get cards ready to mail.

\_\_\_\_\_ **Telephone Reassurance Volunteer:** phone individuals on a regular schedule to make sure that all is well and report any problems to center.

\_\_\_\_\_ **Visitation Volunteer:** visit homebound seniors on a regular schedule to make sure that all is well and report any problems to center.

\_\_\_\_\_ **Other:** \_\_\_\_\_

Name: \_\_\_\_\_

# JOB DISCRIPTIONS

**Billiard Volunteer:**

Typical duties:

1. Clean pool tables and area, repair pool sticks, and assist other members.

Training involved: volunteer and senior center orientation.

**Congregate/Main Room Volunteer:**

1. Typical duties:
2. Help with meals.
3. Keeping dining area and kitchen clean
4. Stock for lunch.

Qualifications: (skills, talents, and experience)

Training involved: Volunteer and senior center orientation.

**Greeter:**

Typical duties:

1. Be on-site center representative of the senior center to assist participants during regular programs or special events.
2. Greet the public, answer questions, and provide general center information.
3. Be a welcoming face for visitors to the senior center.

Training involved: Volunteer and senior center orientation.

Assignment: This type of volunteer work is on an as-needed basis. The volunteer coordinator or other staff member will contact you as an opportunity arises.

**Receptionist:**

Typical duties:

1. Answer the central information line for the senior center.
2. Assist members with check in on system or paper sign in.

3. Greet the public, answer questions, give directions, and provide basic center information.
4. Prepare mailing materials.

Other as-needed assistance.

1. Qualifications: (skills, talents, experience needed)
2. Answer general questions and provide information.
3. Greet public in a pleasant and helpful manner.

Perform basic clerical tasks (i.e., mailings)

Time commitment: minimum – one day per week, three hours per day, mornings, or afternoons.

Training involved: volunteer and center orientation.

Some opportunities may be available for a fill-in or an as-needed receptionist. If this arises, a staff member will contact you.

### **Data Entry Clerk:**

Typical duties:

1. Input data and create or update center documents, or other assigned clerical duties.

Qualifications (skills, talents, experience needed)

1. Basic computer operations.
2. Work independently.
3. Accurate data input.
4. Adherence to HIPPA compliance.

Training involved: volunteer and center orientation, and office practices orientation.

### **Meals on Wheels Volunteer:**

Typical duties:

1. Deliver homebound meals.

Qualifications: (skills, talents, experience)

1. Must have a current driver's license.

Time commitment:

Training involved: volunteer and center orientation,

**Grounds Crew:**

Typical duties:

1. Help keep grounds clean by weeding, watering plants.
2. Pick up any outdoor trash around the area.

Qualifications: (skills, talents, experience)

1. Able to work outside with plants.
2. Work independently.

Training involved: volunteer and center orientation.

**Quilt, knitting, and Crocheting Volunteer:**

Typical duties:

1. Quilting and or tacking quilts, hemming, and quilt set up.
2. Knitting and Crocheting special projects

Qualification: (skills, talents, experience)

1. No experience necessary – learn by doing.
2. Work independently.

Time commitment: 1 day a week drop in anytime 9:00-2:00.

Quilting Bees on Tuesdays      Chicks with Sticks on Mondays

Training involved: volunteer and center orientation.

**My Ride Volunteer:**

Typical duties:

1. Provide senior door to door transportation service within the county. No lifting involved.

Qualifications: (skills, talents, experience needed)

1. Must have current driver's license and vehicle insurance.
2. Greet public in a pleasant and helpful manner.

Time commitment: one ride a month.

Training involved: volunteer orientation.

### **Exercise Room Volunteer:**

Typical duties:

1. Assist members with fitness equipment use.
2. Be available and present in fitness room to answer questions.
3. Communicate with staff if a problem or concern arises.

Qualifications: (skills, talents, experience needed)

1. Must possess knowledge and usage about the exercise equipment.
2. Ability to work patiently with senior center members.
3. Work independently.
4. Notify staff of broken/problems with equipment.

Time commitment: minimum – one day per week, three hours per day, mornings, or afternoons.

Training involved: volunteer and center orientation.

### **Technical Volunteer:**

Typical duties:

1. Work with members using the computer and help teach basic computer skills and familiarize the member with various programs to include, operating systems, word processing, web navigation and or email use.
2. Notify staff of non-compliance with computer classroom rules.

Qualifications (skills, talents, and experience)

1. Must possess good computer skills.
2. Ability to work patiently with senior center members.
3. Work independently.

Time commitment: one day a week for three-hour shift, or as needed.

Training involved: volunteer and center orientation, computer classroom orientation.

### **Special Events Volunteer:**

Typical duties:

1. Obtain necessary program materials from storage and assist with room set up.
2. Clean up program area and return materials to storage.
3. Operate equipment, as necessary, to implement programs (for example, Bingo, sound system)
4. On-site representative to answer questions.

Qualifications: (skills, talents, and experience needed)

1. Communicate clearly and effectively.
2. Work independently.

Training involved: volunteer and center orientation and practices of the program.

Programs are set up when volunteers have an interest in teaching a class or topic. If you are interested in assisting with a program, please let a staff member know.

### **Newspaper Reporter Volunteer:**

Typical duties:

1. Attend special events offered by the center.

2. Write article on special events for the local newspaper.
3. Work independently.

Qualifications: (skills, talents, and experience needed)

1. Ability to write a news item

Time commitment: once a month

Training involved: volunteer and center orientation.

### **Outreach Volunteer:**

Typical duties:

1. Identify members who need cards sent to them (birthday, get well, and thank you)
2. Address cards and get them ready to mail.

Qualifications: (skills, talents, and experience)

1. Nice handwriting skills.
2. Work independently.

Time commitment:

Training involved: volunteer and center orientation.

### **Telephone Reassurance Volunteer:**

Typical duties:

1. Phone individuals on a regular schedule.

Qualifications: (skills, talents, and experience needed)

1. Answer general questions and provide information.
2. Greet in a pleasant and helpful manner.
3. Adherence to HIPPA compliance.

Training involved: volunteer and center orientation.

**Visitation Volunteer:**

Typical duties:

1. Visit homebound seniors on a regular schedule.
2. Report any problems to the center staff.
3. Adherence to HIPPA compliance.

Qualifications: (skills, talents, and experience needed)

Training involved: volunteer and center orientation.