

VOLUNTEER PROGRAM DEVELOPMENT
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VOLUNTEER PROGRAM DEVELOPMENT

**I. Statement of Philosophy and Purpose**

Volunteer Program Development is intended to provide additional community services to older adults, while additionally strengthening intergenerational relationships. Utilizing volunteers will also enhance the lives of older adults as well as expand the supply of workers in the workforce.

**II. Legal Base**

Older Americans Act 1965 as amended: 42 U.S.C. 3001; {Public Law 100-75, Section 306 (a) (1) }

G.S. 143B-181.1 ( c)

G.S. 143B-181.1 (a) (11)

**III. Definition of Service**

A. *Primary Service*

Volunteer Program Development is the development of a systematic process of utilizing volunteers of all ages to support community services for older adults.

B. *Location of Service*

Volunteer Program Development may be provided in any of the following locations:

1. designated community facilities accessible to older adults;
2. home of an older adult;
3. program settings accessible to older adults.

**IV. Services Provision**

Each agency providing Volunteer Program Development must do the following:

1. Conduct and/or update an annual needs assessment to determine the need for volunteer services within the community.
2. If the needs assessment indicates a need for volunteers, then the agency shall:
  - a. develop and maintain a file of potential volunteer opportunities;

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- b. design written job descriptions for each volunteer assignment which include job title, job responsibilities, training or preparation to be provided, time and place of assignment, length of commitment, level of on-the-job supervision and name of supervisor and other pertinent data;
- c. promote volunteer involvement through use of the media and other appropriate public relations techniques;
- d. interview volunteers for assessment of skills and appropriate assignments;
- e. develop written procedures regarding acceptance, denial, or termination of volunteers;
- f. negotiate time commitments from each volunteer for each assignment;
- g. establish and maintain a system for recording volunteer hours;
- h. provide orientation and training for volunteers prior to or at time of assignment;
- i. provide for supervision of volunteers;
- j. monitor and evaluate volunteer assignment and performance;
- k. provide formal recognition of volunteers; and
- l. develop and maintain personnel files on all volunteers.

Only those services/activities outlined in the volunteer job description may be provided by a volunteer to clients and/or organizations.

Volunteers may provide professional services when the volunteer has had the appropriate training and has credentials, as appropriate, for providing professional services (i.e. financial counseling, nursing services, etc.)

Agencies shall provide adequate insurance coverage for volunteers providing volunteer duties.

## **V. Staffing**

### *A. Program Director*

The program director should have a high school diploma or GED certificate and have experience supervising personnel or have experience working with volunteer programs.

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B. *Volunteers*

Persons eligible to serve as volunteers include:

1. persons 60 years of age or older who have the necessary skills to perform the job based on the needs assessment and job description; or
2. persons under the age of 60 who have the necessary skills to perform the job based on the needs assessment and job description.

Agencies may or may not allow an employee (s) to volunteer during regular working hours except when leave has been approved by the employee's supervisor.

**VI. Documentation**

Each agency providing Volunteer Program Development Services must maintain a log of the volunteers and their assignment. The log must include the volunteer's name, date of enrollment, and volunteer assignment.

**VII. Confidentiality**

Agencies which provide Volunteer Development Services shall ensure that all information collected on volunteers is maintained in accordance with the Division of Aging's Confidentiality Policies and Procedures as stipulated in the Division of Aging's Community Service Providers.

**VIII. Reporting and Reimbursement**

A. *Reporting*

Agencies will report volunteers as part of the Volunteer Services Report which is submitted quarterly to the Area Agency of Aging. (Note: Revised Volunteer Services Quarterly Report forms and instructions for completing will be distributed to agencies in the spring of 1992.)

B. *Reimbursement*

Volunteer Program Development is a non-unit service. Community services providers providing Volunteer Program Development shall request reimbursement for line item expenditures as specified in the Division of Aging Home and Community Care Block Grant Procedures Manual for Community Service Providers.

**NORTH CAROLINA DIVISION OF AGING**

**And**

\_\_\_\_\_ **Area Agency on Aging**

**MONITORING TOOL FOR VOLUNTEER PROGRAM DEVELOPMENT**

Community Service Provider: \_\_\_\_\_  
Review Date: \_\_\_\_\_ State Fiscal Year: \_\_\_\_\_  
Interviewer: \_\_\_\_\_  
Person (s) Interviewed and Title: \_\_\_\_\_

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**PROGRAM ADMINISTRATION**

Provisions of the Standard

1. The agency providing Volunteer Program Development has conducted and/or updated an annual needs assessment to determine the need of the volunteer services within the community. Yes \_\_\_\_\_ No \_\_\_\_\_  
(Page 2 of the Volunteer Program Development Services Standards)

Documentation verifying compliance: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

2. If the needs assessment indicated the need for volunteers in the community, then the agency:
- a. developed and maintained a file of potential volunteer opportunities; Yes \_\_\_\_\_ No \_\_\_\_\_
  - b. designed written job descriptions for each volunteer assignment which include job title, job responsibilities, training or preparation to be provided, time and place of assignment, length of commitment, level of on-the-job supervision and name of supervisor and other pertinent data; Yes \_\_\_\_\_ No \_\_\_\_\_
  - c. promoted volunteer involvement through use of the media and other appropriate public relations techniques; Yes \_\_\_\_\_ No \_\_\_\_\_
  - d. interviewed volunteers for assessment of skills and appropriate assignments; Yes \_\_\_\_\_ No \_\_\_\_\_
  - e. developed written procedures regarding acceptance, denial, or termination of volunteers; Yes \_\_\_\_\_ No \_\_\_\_\_
  - f. negotiated time commitments from each volunteer for each assignment; Yes \_\_\_\_\_ No \_\_\_\_\_

- g. establish and maintain a system of recording volunteer hours; Yes \_\_\_\_\_ No \_\_\_\_\_
- h. provide orientation and training for volunteers; Yes \_\_\_\_\_ No \_\_\_\_\_
- i. provided for supervision for volunteer; Yes \_\_\_\_\_ No \_\_\_\_\_
- j. monitored and evaluated volunteer assignment and performance; Yes \_\_\_\_\_ No \_\_\_\_\_
- k. provide formal recognition of volunteers; and Yes \_\_\_\_\_ No \_\_\_\_\_
- l. developed and maintained personnel files on all volunteers. Yes \_\_\_\_\_ No \_\_\_\_\_

(Page 2-3 of the Volunteer Program Development Service Standards)

Documentation verifying compliance: \_\_\_\_\_

Comments: \_\_\_\_\_

- 3. The agency provides adequate insurance coverage for the volunteer providing volunteer services. Yes \_\_\_\_\_ No \_\_\_\_\_  
(Page 3 of the Volunteer Program Development Standards)

Documentation verifying compliance: \_\_\_\_\_

Comments: \_\_\_\_\_

- 4. The agency maintains a log of the volunteers and their assignments. The log includes:
  - a. the name of the volunteer; Yes \_\_\_\_\_ No \_\_\_\_\_
  - b. the date of enrollment; and Yes \_\_\_\_\_ No \_\_\_\_\_
  - c. the volunteer's assignment. Yes \_\_\_\_\_ No \_\_\_\_\_
 (Page 4 of the Volunteer Program Development Standards)

Documentation verifying compliance: \_\_\_\_\_

Comments: \_\_\_\_\_

Additional Comments: \_\_\_\_\_

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Signature of AAA Administrator/DoA Staff

Date