

**CENTRAL COAST COMMISSION FOR SENIOR CITIZENS (CCCSC)
SENIOR CONNECTION**

**SENIOR INFORMATION SPECIALIST
VOLUNTEER POSITION DESCRIPTION**

This position is a volunteer position performing duties necessary to assist the Program Manager/Information Specialist in administering the Senior Connection. Senior Connection is a program of the Central Coast Commission for Senior Citizens and provides resources, referrals, and assistance to seniors and their caregivers.

QUALIFICATIONS & SKILLS:

1. Professional Communications & Telephone Skills:
 - Must have the ability to relay clear and concise messages.
 - Relate to others in a compassionate, non- judgmental manner.
 - Good Listening Skills.
2. Ability to learn and follow General Office Procedures:
 - Completion of written client intake and information
 - Preparing materials for mail, email and fax
 - Scanning and copying documents
3. Ability to set aside personal prejudice and to relate information to special populations.
5. Ability to learn to use computerized reference materials.
4. Position requires respect of the confidential nature of client information.
6. Serves as a mandated reporter for elder abuse (training provided).

RESPONSIBILITIES:

- Volunteer a minimum of 4 hours per week
- Provide human service information on, or referral to, appropriate agencies, using senior resource directories and other references available.
- Follow-up with individual clients to determine if needs were appropriately met.
- Discuss alternatives with clients if the needed service is unavailable.
- Seeks consultation with appropriate staff when assistance is needed.
- Accurately collects and submits client data.
- Attend Staff Training and Presentations.
- Maintain confidentiality of clients..

VOLUNTEERS ARE NOT EXPECTED TO:

- Act as a professional counselor or social worker.
- Make decisions for a client or provide personal advice. Volunteers should do their best to present a realistic picture of available options and resources.
- Provide information beyond their training

REQUIREMENTS

1. Satisfactorily complete fingerprint and background check.
2. Complete Security awareness training annually.
3. Complete Elder Abuse Reporting Statement of Understanding

Volunteer Application Process

Before becoming a Senior Connection Volunteer all applicants must complete the following:

- Submit a completed Volunteer Application & Interview with Program Manager
- Complete the Volunteer Orientation, including CDA Security Awareness Training, and 1 Basic Training Topic
- Satisfactory completion of background clearance and finger printing

Upon completion of the application process, the applicant maybe offered a volunteer position. If accepted the new volunteer may be scheduled for regular or intermittent assignments

Volunteer Training and Orientation Check List

	Date/Initial
Initial Orientation	_____
Introduction to Office Staff and Tour	
Intro to Central Coast Commission to Senior Citizens, AAA and Senior Connection	
Intro to I&R	
Security Awareness Training	
Elder Abuse and Mandated Reporting	
Basic Training Topics	
I&R Call and Follow Up	_____
I&R Resource Development and Updates	_____
SAMs Data Entry	_____
Background Check	_____
Topic Specific Training	
Legal Resources	_____
Care Resources	_____
Family/ Grandparent Caregiver Resources	_____
Housing Resources	_____

Central Coast Commission for Senior Citizens
Senior Connection Volunteer Application

First	MI	Last	Date		
Street			Phone		Cell Phone
City		State	Zip	Email	
Emergency Contact		Relationship		Phone	

Availability

	Hours Available	Exceptions (i.e. every other week)
Mondays		
Tuesdays		
Wednesdays		
Thursday		
Friday		
Total Hours Available		

Interests/ Goals for volunteering:

Education, training and skills

Please list any Education, training or skills relevant to the volunteer position (use the back if necessary)

References

Name	Relationship	Phone Number

Interests/ Goal for volunteering(Continued)

Education, training and skills (Continued)

Return application by mail or hand: Senior Connection
528 S Broadway
Santa Maria, CA 93454
Fax: 805-925-9555
email: seniors@kcbx.net