

GENERAL VOLUNTEER INFORMATION



York County Area Agency on Aging

100 West Market Street

York, Pennsylvania 17401

(717) 771-9610 or 1-800-632-9073

www.ycaaa.org



MISSION STATEMENT:

The primary focus of the York County Area Agency on Aging is to provide education, advocacy, and coordination of community based service to empower older adults to maximize their independence and quality of life.

ABOUT THE YORK COUNTY AREA AGENCY ON AGING:

The York County Area Agency on Aging was established in 1975 to plan, coordinate, and provides services to York County residents who are age 60 and over. The Agency's purpose is to offer appropriate, supportive services which will enable York County's aging population to maintain their independence in a home environment as long as possible. The York County Aging Office is federally mandated through the Older American's Act and funded by the Federal, State, and County governments. The Aging Office provides services and programs to older adults in York County.

VOLUNTEER PROGRAM:

Volunteer Programs have been established to develop a committed, involved, and educated volunteer staff to enhance the work of the York County Aging Office. Volunteer Programs provide supportive services to the Agency's professional staff through active advocacy and offering an extra dimension of care for seniors. Volunteers are a vital part of the Agency.

Application Process:

Any adult over age 18 may apply by contacting the Volunteer Coordinator to obtain an application or by visiting YCAAA's website at: www.ycaaa.org to download an application. To join our volunteer program you will need to complete an application form, obtain a Criminal Background Check, as well as provide contact information for two references. You may obtain the Criminal Background Check by completing the form online at: <https://epatch.state.pa.us> OR you may complete the enclosed form and mail it to: the Pennsylvania State Police Central Repository-RCPU, 1800 Elmerton Ave. Harrisburg, PA. 17110-9758.

The application and proof of Criminal Background clearance should be returned to the York County Area Agency on Aging, Attn.: Volunteer Coordinator, 100 West Market Street, York PA 17401.

The Volunteer Coordinator will schedule an interview after the references have been returned and reviewed. Volunteer opportunities are varied and consideration is given to the applicant's interests and time availability. The York County Area Agency on Aging is an equal opportunity employer and does not discriminate because of age, sex, religion, race, color, ancestry or national origin, disability or any political and/or union affiliation.

Interview Process:

The interview will allow for both the applicant and the Coordinator to discuss job descriptions, applicant interests as well as training and time commitments necessary to complete the work required of the volunteer.

Volunteer Job Description and Placement:

The volunteer's skills and interests are taken into consideration when an assignment is made. Each new volunteer will receive a written job description.

Volunteer Orientation and Training:

Orientation and training are provided for all volunteer jobs. Some volunteer jobs require in-depth training. Training sessions for those positions are scheduled on a regular basis several times a year. Other volunteer jobs require a short orientation and on-the-job training. Continuing education is provided through regularly scheduled in-service training sessions.

Time Commitment:

Service time is flexible. It varies depending upon the area in which the volunteer serves, but a weekly or bi-weekly commitment of time is generally preferred. The York County Area Agency on Aging asks all volunteers to commit to at least one full year of service as a volunteer. When a volunteer works on a regular schedule, it allows interpersonal relationships to develop and enables the volunteer to stay up-to-date on the Agency's procedures.

Attendance:

Once the volunteer commits to definite hours and days, it is essential to the smooth operation of the program that the volunteer honor that time commitment. If a person is ill or unexpectedly cannot report to the volunteer job, he/she should notify the Volunteer Coordinator as soon as possible so that a replacement can be found. Volunteers needing a flexible time schedule to allow for personal obligations or other responsibilities should consult with the Volunteer Coordinator to work on other arrangements.

Supervision and Responsibilities:

On a day-to-day basis, volunteers come under the supervision of the staff member or volunteer program coordinator to which they are assigned. All volunteers are under the direction of the Volunteer Coordinator, who acts as a liaison between the volunteers and the programs' supervisors. The Volunteer Coordinator is available for consultations whenever needed.

YCAAA VOLUNTEER JOBS LISTING

Friendly Visitors:

Trained volunteers are assigned on a one-to-one basis to visit an older adult who is homebound and in need of a friend. The volunteer visits at least once a week, bringing companionship, information, and sharing of activities. Involvement in this program requires a time commitment of one to two hours per week. Four hours of training is provided before the volunteer is assigned to work with a consumer.

Financial Counselors:

Trained volunteers provide assistance to older adults who have been authorized for services by a York County Area Agency on Aging care manager. The Volunteer Financial Counselor visits an older adult on a regular basis to assist with budgeting, interpreting, and processing household bills and applications for senior benefits and exemptions. The Volunteer Financial Counselor works closely with the consumer's care manager. Involvement in this program requires a time commitment of four to eight hours per month. Ten hours of training is provided before the volunteer is assigned to work with a consumer.

Volunteer Ombudsman:

Trained volunteers assist the York County Area Agency on Aging's Ombudsman Program by providing a visible presence in York County's long-term care facilities and promoting an enhanced quality of life for the residents. They listen to resident's concerns, offer information about access to programs and services for residents, families, and facility staff. Each Volunteer Ombudsman is assigned to a long-term care facility and visits that facility on a regular basis committing to eight to ten hours per month. They objectively assess and identify residents' problems and concerns, encourage self-advocacy, and aid in the resolution of problems by informing people about the Ombudsman Program. Initial eight hour training is provided by the Pennsylvania Department of Aging, followed by local training, and bi-monthly enrichment meeting with all local Ombudsman volunteers.

PA MEDI Insurance Counselors:

PA MEDI is a free health insurance counseling program designed to help adults with Medicare and other insurance issues. Counselors are specially trained volunteers who provide objective information about Medicare, Medicare Supplement Insurance, Medicare Advantage Plans, and Prescription Drug Coverage. Pre-scheduled appointments at various sites throughout the County allow the volunteer to work within a flexible timeframe. Involvement in this program requires a minimum time commitment

of twelve to fifteen hours a month. Volunteers must complete a series of training modules, attend in an eighteen hour training program offered by the Pennsylvania Department of Aging, resulting in certification. Local training is provided along with a three hour monthly meeting of all trained PA MEDI volunteers.

Delivery Drivers:

Delivery volunteers assist in the delivery of the agency newspaper New Horizons four times a year to designated public locations. Private car or use of agency vehicle is available. Volunteer drivers also assist in the dissemination of agency literature to medical offices and other public locations. This position involves an assigned area and requires routine follow-up to re-stock the literature.

General Office Assistant:

Trained volunteers assist the Agency staff with record keeping, data entry, phone calls, preparing packets, scheduling tax appointments, assisting with the Rent-a-Kid Program, and other office work. This job can involve a regular assigned time to work at the agency or on an "on-call" basis depending on the identified needs.

Special Events:

Special Event volunteers assist in a supportive role at a variety of special events and activities, including seminar and event registration, distribution of the Farmers Market Nutrition Vouchers, Senior Games, holiday gift deliveries and other activities. This assignment is on an "on-call" basis depending on the identified needs.

Telephone Reassurance:

Trained volunteers make regular telephone calls to assigned homebound or isolated senior citizens in need of a friendly voice and/or regular contact. Volunteers joining this program are asked to commit one to two hours weekly. Four hours of training is provided before the volunteer is assigned to work with a consumer.

Peer Educators

There are four educational programs available for volunteer Peer Educators – A Matter of Balance, Healthy Steps for Older Adults, 10 keys, and Healthy Steps in Motion

Matter of Balance Coach:

A Matter of Balance is a structured evidence based program designed to help people manage concerns about falls and increase physical activity. A Coach leads 8 two hour sessions comprised of no more than 15 people through a variety of activities to address physical, social and cognitive factors affecting fear of falling and to teach fall prevention strategies. The activities include group discussion, problem-solving, skill building, assertiveness training, videotapes, sharing practical solutions and exercise training. A Coach needs to have good communication and interpersonal skills, enthusiasm, dependability and a willingness to lead small groups of older adults. Training and all materials are provided. Volunteers joining this program are asked to commit to 8 hours of training and commit to partnering with another trained volunteer to teach 3 classes annually.

Healthy Steps for Older Adults

Healthy Steps for Older Adults is a structured, evidence-based program designed to bring about awareness of falls and fall risks, prevent falls and increase activity level amongst older adults. The program is held for 2 hours, one day for two weeks at different locations throughout York County. The program covers the fear of falling, cognitive restructuring, fall risks and engages participants in low-impact exercises. Leaders should have good communication and interpersonal skills, enthusiasm, dependability, a willingness to lead small groups of older adults and be able to lead the class with another trained leader. Training and materials are provided. Volunteers need to complete 2 full days of training and be committed to facilitating one Healthy Steps for Older Adults class annually.

10 Keys to Healthy Aging - Health Ambassador:

The 10 Keys to Healthy Aging is a structured program designed to educate, equip and empower participants to successfully manage their health and improve quality of life. A Health Ambassador will facilitate one class per week for five consecutive weeks at various locations throughout the York County. Each 10 Keys to Healthy Aging will last 2-3 hours and cover the following topics: Blood Pressure, Smoking, Cancer Screening, Immunizations, Blood Glucose, Cholesterol, Physical Activity, Bones, Joints, Muscles, Social Contact and Depression. A Health Ambassador needs to have good communication and interpersonal skills, enthusiasm, dependability and a willingness to lead small groups of older adults. Training and all materials are provided. Volunteers joining this program are asked to commit to complete an on-line training session and several hours of training by the Health and Wellness Coordinator and make a commitment of facilitating one 10 Keys Program annually.

Healthy Steps In Motion

Healthy Steps In Motion is a structured, evidence-based program designed to prevent falls and increase activity levels amongst older adults. The program is held for 1-1.5 hours, twice weekly for 4 weeks at different locations throughout York County. The program discusses home safety, medication safety, working with your healthcare professional and causes of falls while placing the main focus of the program on staying active. Leaders will guide participants through exercises using an exercise band. Leaders should have good communication and interpersonal skills, enthusiasm, dependability and a willingness to lead small groups of older adults. Each class is led by two trained leaders. Training and materials are provided. Volunteers need to complete 2 full days of training and be committed to facilitating one Healthy Steps In Motion class annually.

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