

# GENERAL VOLUNTEER INFORMATION



York County Area Agency on Aging  
100 West Market Street  
York, Pennsylvania 17401  
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[www.ycaaa.org](http://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. Federally mandated through the Older American's Act and funded by the Federal, State, and County governments, services and programs are available to older adults in York County.

## VOLUNTEER PROGRAM:

Volunteer Service Programs have been established to develop a committed, involved, and educated volunteer staff which offers an extra dimension of care and service to the Agency's consumers, active advocacy for York County's older population, and supportive services for the Agency's professional staff. 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 visit YCAAA's website at: [www.ycaaa.org](http://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. After the interview the applicant will receive a follow up letter to apprise them of their involvement with YCAA and the upcoming date(s) for orientation training.

**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 elderly person who is homebound and in need of a friend. The volunteer visits at least once a week, bringing companionship, information, and sharing activities. Six 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 service by a York County Area Agency on Aging care manager. The Volunteer Financial Counselor visits a consumer 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.

### **APPRISE Insurance Counselors:**

APPRISE 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 APPRISE volunteers.

### **Judicial Center Tour Guides:**

Trained volunteers provide guided tours of the York County Judicial Center for community and school groups. This volunteer position affords an opportunity to learn the court system and share your learned knowledge of York County history and government. Assignment is "on call" as needed. Six hours of training is required followed by mentoring of current tour guides. Annual refresher training is provided.

### **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 will 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 to six to ten hours monthly. Six hours of training is provided before the volunteer is assigned to work with a consumer.

### **Peer Educators**

There are three educational programs available for volunteer Peer Educators – A Matter of Balance, CarFit and Health Ambassador programs.

### **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 4 classes annually.

### **CarFit Technician:**

The Car Fit program is designed to help older drivers find out how well they currently fit their personal vehicle, to highlight actions they can take to improve their fit, and to promote conversations about driver safety and community mobility. CarFit Technicians will take participants through a CarFit a series of vehicle checks at a scheduled event. CarFit Technicians must be able to bend over, stoop down, and assist another in walking; and possess good observational skills. Technicians are paired with another trained volunteer at all events. Completion of a half-day technician training is required and a commitment of participating in a minimum of 4 events 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 Prime Time Health Coordinator and make a commitment of facilitating two 10 Keys Programs annually.

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