



## **VOLUNTEER ADMINISTRATIVE SUPPORT**

**POSITION GOALS:** The SHINE Administrative Support role is an integral member of the SHINE team working in direct correlation with the local SHINE Liaison, Volunteer Leadership and Counselors. The Administrative Support personnel provides assistance on the local level where needed to all areas of the program as determined by the Liaison.

### **PREFERRED SKILLS/QUALIFICATIONS:**

- Interest in helping people and the local community.
- Customer service mind-set including professionalism, tact and courtesy in dealing with individuals served.
- Strong listening and comprehension skills.
- Basic computer and internet skills. Must maintain a valid individual e-mail address for training, counseling and communication purposes.
- Willingness to work with a culturally diverse volunteer and client population.
- Ability to demonstrate and remain free from any conflict of interest as a counselor.
- Basic office management skills and knowledge (including prior experience with phone systems, fax, copiers, various computer applications, etc.).

**RESPONSIBILITIES:** The Administrative Support Volunteer works directly with the SHINE Liaison and local area leadership to assist in day-to-day management of the SHINE program. Specific responsibilities include:

- Accurately completes and inputs SHINE Client Contact, Public and Media Activity forms and other reporting forms to assure continued funding;
- Openly communicates with local program volunteers on behalf of leadership as needed;
- Schedules counseling site availability per counselor and communicates said schedule;
- Assists with monthly programmatic reports;
- Attends and completes all required SHINE training, as scheduled by the Department of Elder Affairs; and
- Completes office management tasks at the direction of the Liaison and/or Volunteer Leadership.

**VOLUNTEER BENEFITS:** Ability to improve the lives of fellow citizens, professional training classes and resource materials, local and statewide volunteer recognition events, awards or items for eligible volunteers, mentoring and technical assistance, and reimbursement of pre-approved program expenses.

**TIME COMMITMENT:** Sixteen hours per month after completing initial training and mentoring; a two-year commitment to the program overall is requested. If one-on-one counseling sessions are taking place the volunteer must accurately report an average of five client contacts per week, as reported in SHIPTalk.

**WORK LOCATION:** AAA/ARC/ADRC – SHINE office and home office as arranged on a local basis.

## **TRAINING REQUIREMENTS:**

- Required to receive ACTIVE SHINE Volunteer Counselor status;
- Routine local trainings, quarterly or monthly;
- Six required sessions of mentoring with a seasoned volunteer or local Liaison/Leadership member;
- NPR (National Performance Reporting) Training;
- Presentation Skills training (optional); and
- Long-Term Care Counseling Specialist training (optional).

**REPORTING RELATIONSHIPS:** Local volunteer leaders (Area Coordinator (AC) and/or Local Coordinator (LC) ) report directly to the SHINE Liaison in reference to local programmatic issues. The SHINE Liaison reports to the Statewide Program Director. The Volunteer Administrative Support personnel reports directly to the SHINE Liaison and Volunteer Leadership.

**METHOD AND PROCESS OF APPOINTMENT:** The AC, LC, and Liaison recruit and screen potential counselors. DOEA staff determines suitability and approves counselors for ACTIVE status based on satisfactory completion of required training, mentoring, paperwork, and background screening. Volunteer counselors will remain INACTIVE until all new counselor requirements have been met. During this time volunteers may shadow and assist ACTIVE volunteer counselors in activities not involving direct client contact.

**PERFORMANCE EVALUATION:** The SHINE Liaison and/or Local and Area Coordinators may periodically assess the Volunteer Administrative Support personnel's performance. These individuals may also recommend further training or provide guidance regarding Administrative Support roles and responsibilities. Release from participation will be consistent with *Policies III.H and III.O*, Florida Department of Elder Affairs, *Policies and Procedures for Volunteer Service* manual.

**RESOURCES AVAILABLE:** Technical assistance and information updates affecting volunteer roles and responsibilities. Experienced volunteers and staff at DOEA are available to assist with daily questions. All *pre-approved* expenses for volunteer travel or materials and supplies are reimbursable in accordance with state policy, and will be submitted to the Liaison for payment consistent with the current contract.

Volunteer responsibilities are consistent with the scope of the Vision, Mission and Values of the Department of Elder Affairs. Volunteers are defined in *Chapter 110.501, Florida Statutes*. Funding is provided through the Centers for Medicare & Medicaid Services (CMS).