



## **ICS Volunteer Job Description Senior Services Volunteer (Operations)**

**Job Title:** Senior Services Volunteer (Operations), reports to Senior Services Coordinator

**Program:** Caregiving Senior Services

ICS offers a variety of Caregiving Services that help registered ICS recipients who are frail, ill, or disabled live independently in their own homes without the need for institutional care.

### **Job Description:**

The Senior Services Volunteer is an in-office volunteer position that will assist with daily Caregiving operations as well as help coordinate and implement programs for participants that aim to increase their levels of social support. Volunteers embody ICS values of Respect, Integrity, Compassion, Collaboration, and Innovation.

### **Job Details:**

- Assist the Senior Services Coordinator implement a variety of Caregiving operations
- Answer the phone and help schedule rides for Caregiving participants
- Use ETO database to conduct evaluations and match scheduled rides to volunteer drivers
- Send daily messages and videos to seniors enrolled in the Caregiving Connection program
- Coordinate virtual events, calls, and classes over Zoom for the Caregiving Connection program
- Provide email confirmations and updates to ICS participants, volunteers, and staff

### **Volunteer Qualifications:**

- Above average computer skills and comfort using technology such as Microsoft Outlook and using an online database (training provided)
- Proficient use of Zoom Video Communications software
- Enthusiastic and comfortable talking to seniors over the phone
- Willingness to help where needed
- Attention to detail, organization, and planning skills highly recommended

**Location:** Central Office (122 North Craycroft Rd.)

**Time Commitment:** One day a week, Monday - Friday, 10:00am - 2:00pm (one 4-hour shift per week with half-hour break)