



# Guide to Volunteer Roles



# WELCOME!

Villages of San Mateo County (VSMC) enables seniors living in their homes to enjoy a sense of community with others while also receiving support services to help them remain independent. VSMC's ability to serve its membership is wholly dependent upon volunteers.

The following list and description of volunteer roles provides a bird's eye view of the wide variety of opportunities available to you. Many volunteers prefer not to be "type-casted" into one kind of role and enjoy contributing their talents in multiple ways. One of the great benefits of volunteer service is its flexibility and potential for all levels of involvement. Another great source of satisfaction are the friendships and connections you make with members and fellow volunteers.

ALL volunteer positions require completion of a mandatory volunteer orientation/training and willingness to undergo a basic background check. Anything beyond these core requirements are included in the chart below in the relevant section.

It is essential to keep track of ALL hours you serve on a monthly basis, regardless of the capacity or type of work you contribute. Soon after the close of each month, you will receive a message asking how many hours you have given for the previous month.

## Color Code Key (Borders):

Member Services = 

Social Events = 

Village Leadership = 

Organizational Operations = 

Communications/Media = 

## Member Services Positions

**NOTE:** For positions listed in the Member Services section, all jobs are initiated through the **Volunteer Self Signup (VSS)** tab through our website on Club Express. To perform the duties/services in this category, the following procedure must be followed, unless designated otherwise under the description of responsibilities:

- Commit to a specific service request through VSS in Club Express. Contact the Village Member to inform them of your commitment.
- Follow-up with the Village Member 24 hours prior to your service commitment to reconfirm and remind them you are coming. Arrive promptly.
- If the service you signed up for was “undated” (no date/time assigned) **inform *The Office* when the job is done** so it can be logged in the system as *complete*.



Volunteer Position	Role Description & Responsibilities
<p><b>Driver</b></p>	<ul style="list-style-type: none"> <li>• Transport members in your own vehicle either round trip (RT) or one way (1 Way) to medical appointments, the grocery store, on various errands, to events or outings.</li> <li>• Required age = 25 or older.</li> <li>• Requires DMV record check &amp; insurance coverage.</li> </ul>
<p><b>Specialty Driver</b></p>	<ul style="list-style-type: none"> <li>• Transport members with wheelchairs, other large medical equipment or specialty apparatus in your own vehicle either round trip (RT) or one way (1 Way) to medical appointments, personal errands, visits, events or outings.</li> <li>• Required age = 25 or older.</li> <li>• Requires DMV record check, insurance coverage, <i>and knowledge/familiarity handling individuals with wheelchairs or a willingness to be trained on this.</i></li> </ul>
<p><b>Delivery Driver &amp; Errand Runner</b></p>	<ul style="list-style-type: none"> <li>• Run errands for a member while they remain at home. For example, pick-up and/or deliver groceries, meals, medical prescriptions, return a library book, have a key made, etc.</li> <li>• Does NOT require DMV record check.</li> </ul>

<p><b>Skilled Handyerson</b></p>	<ul style="list-style-type: none"> <li>• Perform minor home repairs or complete household projects such as stopping a leaky faucet, repairing a gate, installing a grab bar in a shower, assembling a piece of furniture, etc.</li> <li>• Ability to assess when a project is beyond your scope, better suited for a professional vendor.</li> <li>• Requires knowledge of basic handyman skills and use of basic tools.</li> </ul>
<p><b>Home Safety Evaluator</b></p>	<ul style="list-style-type: none"> <li>• Perform a basic home safety assessment for consenting Village Members with a focus on fall prevention and recommended home maintenance. Examples include evaluation of: <ul style="list-style-type: none"> <li>◦ adequate lighting;</li> <li>◦ functional safety alarms;</li> <li>◦ level of emergency preparedness;</li> <li>◦ need for handrails, ramps, grab bars, etc.</li> </ul> </li> </ul>

<b>Household Support Volunteer</b>	<p>Volunteers can select the Service Requests they feel best suited to handle in this eclectic category. Tasks could include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Performing household chores as requested by the Village Member. Examples of typical requests are:<ul style="list-style-type: none"><li>◦ assisting with trash/ recycling</li><li>◦ organizing a cupboard or closet</li></ul></li><li>• Assisting with organization of paperwork and/or document completion. Assisting with basic bookkeeping or bill paying as directed by the Village Member (without access to accounts or account numbers).</li></ul>
<b>Advocate</b>	<ul style="list-style-type: none"><li>• Act on behalf of a Village Member to resolve misunderstandings, clarify complicated details, assist with disputes involving incorrect charges/billing or other complex issues.</li><li>• Serve as a liaison in communicating with medical providers or other key parties important to the Village Member.</li></ul>

<p><b>Pet Care Provider</b></p>	<ul style="list-style-type: none"> <li>• Provide pet care support on a temporary basis for members as needed (i.e. during a hospital stay or a limited out-of-town period). Tasks generally include walking, cleaning, petting, and feeding.</li> </ul>
<p><b>Garden/ Yard Hand</b></p>	<ul style="list-style-type: none"> <li>• Help members with special garden projects like watering, planting or harvesting flowers, vegetables, herbs, etc. Assist with intermittent yard clean-up projects involving raking, weeding, trimming, etc.</li> <li>• Requires physical ability to kneel, bend, and haul light to medium loads.</li> </ul>
<p><b>Tech Support</b></p>	<ul style="list-style-type: none"> <li>• Assist members with tech issues as needed such as setting-up the basic operation of a computer, tablet, cell phone, Smart TV, etc.</li> <li>• Requires basic IT knowledge and the confidence / ability to troubleshoot in different contexts.</li> </ul>
<p><b>Friendly Companion</b></p>	<ul style="list-style-type: none"> <li>• Visit members (either in person, virtually, or via a phone call) on a mutually agreed upon regular schedule or as needed. Spend time in conversation, sharing tea/coffee, playing a game, or just providing companionship in whatever form that takes.</li> </ul>

## Social Events Team Roles

One important way we build community with our members is through social events coordinated by the organization. VSMC holds a variety of events and excursions that are planned, organized, communicated and staffed by volunteers on the Social Events Team. If you love working with others, joining the Social Events Team may be for you. Volunteers on this team find giving their time and talents to help put on social events for VSMC members is not only satisfying, but they also enjoy getting to know other volunteers with a common purpose.

- Individually record (note) ALL hours you work each month. Soon after the close of each month, you will receive a message asking how many hours you have contributed in that period.



Volunteer Position	Role Description & Responsibilities
<b>Social Events Co-Lead</b>	<p>Ideally filled by two or three individuals working together as a team:</p> <ul style="list-style-type: none"> <li>• Lead social events planning at monthly team meetings.</li> <li>• With Co-Leads, divvy up the work between meeting planning/facilitation, providing support to Events Coordinators, and ongoing communication with the Social Events Team.</li> </ul>
<b>Coffee Connections Coordinator</b>	<p>Ideally filled by two individuals working together as a team:</p> <ul style="list-style-type: none"> <li>• Lead the planning and execution of monthly Coffee Connections events, presenting a variety of speakers and low-key activities for members.</li> <li>• Events are usually held on weekdays during business hours.</li> </ul>
<b>Excursions Coordinator</b>	<p>Ideally filled by two individuals working together as a team:</p> <ul style="list-style-type: none"> <li>• Lead the selection, planning and execution of monthly VSMC excursions, both within San Mateo County and beyond. Some involve bus transport.</li> <li>• Most excursions are planned for weekdays during business hours.</li> </ul>

<b>Volunteer Position</b>	<b>Role Description &amp; Responsibilities</b>
<b>Intergenerational Events Coordinator</b>	<p>Ideally filled by two individuals working together as a team:</p> <ul style="list-style-type: none"> <li>• Lead the planning and execution of occasional VSMC events involving youth volunteers.</li> <li>• These events usually occur on days when teenagers are more likely to be available (e.g., vacation days).</li> </ul>
<b>Walks Coordinator</b>	<p>Ideally filled by two individuals working together as a team:</p> <ul style="list-style-type: none"> <li>• Plan various group walks on the Peninsula, usually occurring once a month on weekdays.</li> <li>• Lead the walks (when possible).</li> </ul>
<b>Informal Events Coordinator</b>	<p>Ideally filled by two or more individuals working together as a team:</p> <ul style="list-style-type: none"> <li>• Lead the planning and execution of informal local events and outings for members and volunteers. For example, drop-in dinners, lunches, happy hours, and spontaneous meet-ups.</li> <li>• These events usually occur on weekdays.</li> </ul>

<b>Volunteer Position</b>	<b>Role Description &amp; Responsibilities</b>
<b>Events Administrator Lead</b>	<p>Ideally filled by two to three individuals working directly with the Events Coordinators to handle the operational logistics in VSMC's management software, Club Express.</p> <ul style="list-style-type: none"> <li>• Manage the administrative and promotional aspects of events.</li> <li>• Set up and monitor events in Club Express.</li> <li>• Report on actual attendance based on information from Coordinators.</li> </ul>
<b>Events Sustenance Team Member</b>	<p>Ideally filled by two or more individuals working with the Events Coordinators:</p> <ul style="list-style-type: none"> <li>• Decide on the quantity of food &amp; drinks needed and how to best present it at the event.</li> <li>• Procure, deliver and/or set up the food at events.</li> </ul>
<b>Events Beautification Team Member</b>	<p>Ideally filled by two or more individuals working with the Events Coordinators to:</p> <ul style="list-style-type: none"> <li>• Decide on the types and quantity of decorations and paper products needed at an event.</li> <li>• Monitor current inventory and acquire what is needed for each assigned event.</li> </ul>

<b>Volunteer Position</b>	<b>Role Description &amp; Responsibilities</b>
<b>Events Welcome Committee Member</b>	<p>Ideally filled by two or more individuals working with the Events Coordinators:</p> <ul style="list-style-type: none"> <li>• Welcome members and volunteers to events.</li> <li>• Provide nametags, take attendance, and report attendance to Event Coordinator at the end.</li> </ul>
<b>Events Research Team Member</b>	<p>Ideally filled by two or more individuals working with the Social Events team to:</p> <ul style="list-style-type: none"> <li>• Conduct research on potential speakers, talent, excursion options, and appropriate venues for a variety of events and activities.</li> </ul>
<b>Events Set-Up/ Clean-Up Team Member</b>	<p>Ideally filled by two or more individuals working with the Events Coordinators to:</p> <ul style="list-style-type: none"> <li>• Attend social events, arriving early and/or staying after to help with the necessary prep and/or cleanup.</li> </ul>
<b>Events Team Graphics Designer</b>	<p>Ideally filled by two or more individuals working with the Events Coordinators:</p> <ul style="list-style-type: none"> <li>• Work with Events Coordinators and Events Admin. to design / lay out promotional materials for Village events.</li> </ul>

## Village Leadership Roles

**NOTE:** The positions listed in the Village Leadership category provide richly rewarding opportunities to motivate others and envision innovative ways to implement key processes crucial to ongoing sustainability of the organization. The roles in this category require consistent time and energy, a commitment to the mission, and an investment in guiding effective operations in key areas.

- Individually record (note) ALL hours you work each month. Soon after the close of each month, you will receive a message asking how many hours you have contributed in the previous month.



<b>Volunteer Position</b>	<b>Role Description &amp; Responsibilities</b>
<b>Village Chair/ Co-Chair</b>	<p>Ideally filled by two individuals working together as a team within a local Village:</p> <ul style="list-style-type: none"> <li>• Oversee the operations and processes of your local Village such as recruitment of volunteers and members, outreach to the public, and ensuring the well-being and engagement of those in your regional Village community</li> <li>• Maintain open communication channels within your Village including the implementation of regular leadership meetings (with minutes recorded).</li> <li>• Initiate and attend Village-specific events that foster ongoing connection and community</li> <li>• Collaborate on analysis and maintenance of data and statistics important to local Village sustainability, such as: <ul style="list-style-type: none"> <li>◦ monitoring financial status</li> <li>◦ monitoring demographic trends</li> <li>◦ monitoring member and volunteer engagement</li> </ul> </li> <li>• Participate on the “Red Flag Team” when the status of a Village member needs review due to serious concerns about health, behavior, or safety.</li> </ul>

Volunteer Position	Role Description & Responsibilities
<p><b>Volunteer Mentor</b></p>	<p>Ideally filled by two individuals working together as a team within a local Village:</p> <ul style="list-style-type: none"> <li>• Welcome new volunteers into the fold of your regional Village by serving as a <b>designated mentor</b>. Guide them through the Volunteer Self Sign-up process online as needed. Be available for questions and guidance.</li> <li>• Assist with volunteer communications (with potential and already active volunteers) as well as assisting with records, data, and documentation.</li> <li>• Participate in new volunteer recruitment and orientations.</li> <li>• Provide ideas for enhancing the volunteer experience.</li> </ul>



Volunteer Position	Role Description & Responsibilities
<p><b>Outreach Coordinator</b></p>	<p>Ideally filled by two individuals working together as a team within a local Village:</p> <ul style="list-style-type: none"> <li>• Develop a calendar of scheduled outreach events and officially register for participation in those events.</li> <li>• Identify, train, and schedule a group of Village volunteers to staff outreach events.</li> <li>• Schedule speaking engagements and team-up with others to give informative talks at community events.</li> </ul>



<b>Volunteer Position</b>	<b>Role Description &amp; Responsibilities</b>
<b>Membership Coordinator</b>	<p>Ideally filled by two individuals working together as a team within a local Village:</p> <ul style="list-style-type: none"> <li>• Visit potential members’ homes to review and explain the benefits and requirements of Village membership. Assess potential candidates’ appropriateness for membership.</li> <li>• Provide new members with ongoing support in accessing benefits and services.</li> <li>• Serve as a primary point of contact for members and volunteers in your local Village for all matters related to quality of life and services needed.</li> <li>• Participate on the “Red Flag Team” when the status of a Village member needs review due to serious concerns about health, behavior, or safety.</li> </ul>

## Organizational Operations Roles

**NOTE:** The positions listed under Organizational Operations are uniquely varied, covering a wide range of skill sets and abilities. The Office Staff Team, for example, facilitates essential connections as members call in and request services and volunteers step up and commit to serving. This is a wonderful way to be an integral part of the pulse that keeps the heart of the Village beating. As a Catch-All-You-Canner, you are free to exercise your “behind the scenes” expertise and energy in ways that provide essential scaffolding for all that we do (clerical, tech, research, or “everything and otherwise” ...).

- Individually record (note) ALL hours you work each month. Soon after the close of each month, you will receive a message asking how many hours you have contributed in that period.



Volunteer Position	Role Description & Responsibilities
Office Staff	<p>This is a crucial administrative position <i>that requires special training and a willingness to commit to consistent shift work:</i></p> <ul style="list-style-type: none"> <li>• Review incoming communications from Village Members, volunteers, staff, and the public – and follow-up promptly and accordingly.</li> <li>• Manage Service Requests from Village Members from start to finish, including prompt resolution of open requests.</li> <li>• Support the execution of VSMC social events by assisting with registration and organization of transportation to and from events.</li> <li>• Identify areas or situations of concern involving members and/or volunteers and inform Village leadership accordingly.</li> </ul>



Volunteer Position	Role Description & Responsibilities
IT Wizard	<ul style="list-style-type: none"> <li>• Provide tech support to VSMC staff, Board Members, and administrative volunteers as needed in a variety of capacities such as: <ul style="list-style-type: none"> <li>◦ Setting up staff and volunteer computers with all necessary applications and software.</li> <li>◦ Troubleshooting a wide variety of issues involving the use of G-mail, shared calendars, Zoom, Chrome, Safari, printers, scanners, etc.</li> <li>◦ Setting up audio/visual equipment for hybrid meetings that involve both virtual and in-person attendees.</li> </ul> </li> <li>• Willingness to troubleshoot issues on the spot, sometimes under pressure at a meeting or event.</li> <li>• Requires sharp IT skills in a range of areas to include the operation of both hardware and software.</li> </ul>

Volunteer Position	Role Description & Responsibilities
<b>Diversity &amp; Inclusion Committee Member</b>	<ul style="list-style-type: none"> <li>• Assist in the recruitment of economically and racially diverse Village members and volunteers by exploring new neighborhoods and initiating new and creative partnerships.</li> <li>• Help foster a team/committee mindset dedicated to expanding the reach and diversity of the VSMC community by identifying the unique needs of less visible or vulnerable populations.</li> </ul>
<b>Data &amp; Report Guru</b>	<ul style="list-style-type: none"> <li>• Create specialized reports and/or trackers with the ability to pull relevant and crucial data from our data management system (called Club Express), and possibly other sources, as requested by Village staff and leadership.</li> <li>• Create “audience-friendly” charts, graphs, and spreadsheets representing notable trends, key data points, demographic information, etc. to inform important organizational decisions, to assist in the acquisition of grants, and to educate the public and potential donors.</li> </ul>



Volunteer Position	Role Description & Responsibilities
<p><b>Catch-All-You-Canner</b></p>	<p>This is a catch-all category of volunteers who can jump in and help with administrative odd jobs they feel suited for. Tasks might include, but are not limited to, the following types of duties:</p> <ul style="list-style-type: none"> <li>• Assist with filing, copying, collating, hole punching, envelope stuffing, etc. as needed for hard copy print projects, archive purposes, and mass mailings.</li> <li>• Assist with data entry and compilation including working with spreadsheets, various charts and graphs, etc.</li> <li>• Assist with digitizing hard copy documents and files.</li> <li>• Assist with ordering, stocking, and tracking of essential VSMC office supplies.</li> </ul>

## Communications/Media Roles

**NOTE:** These Communications Media opportunities are recently conceived roles intended to meet the digital needs of an evolving organization with entrenched traditional roots. We need photographers and videographers who can visually record meaningful moments and interactions, not only for presentation to the public but also as a pictorial record of the lives being touched. Writers, editors, and designers are also in demand to help VSMC continue to evolve from communicating via peoples' physical mail boxes to their email in-boxes.

- Individually record (note) ALL hours you work each month. Soon after the close of each month, you will receive a message asking how many hours you have contributed in that period.



<b>Volunteer Position</b>	<b>Role Description &amp; Responsibilities</b>
<b>Newsletter/ Copy Writer &amp; Editor</b>	<p>Are you a talented journalist, ghostwriter, or wordsmith? An editor with a collaborative spirit, or a proofreader with a sharp eye? Then this might be the role for you.</p> <ul style="list-style-type: none"> <li>• Lay out a quarterly newsletter with headlines, articles and photos using editing software.</li> <li>• Assist in researching, compiling, editing, proofreading, and/or writing content for Village newsletters, bulletins, and blast emails.</li> <li>• Contribute articles or feature ideas as well as new concepts relating to the overall look, feel, format and delivery of Village publications.</li> </ul>
<b>VSMC Communications Team Member</b>	<p>Ideally filled by two individuals working together or individually:</p> <ul style="list-style-type: none"> <li>• To coordinate the hard-copy mailings of newsletters, annual reports, holiday cards, etc.</li> </ul>

Volunteer Position	Role Description & Responsibilities
<p><b>Photographer/ Videographer/ Historian</b></p>	<p>Casting call for talented photographers and videographers who enjoy chronicling events and capturing significant moments for current and future use:</p> <ul style="list-style-type: none"> <li>• Serve as the event photographer at all types of Village activities from picnics and ice cream socials to hikes and bay cruises.</li> <li>• Capture images of volunteers serving members in a variety of ways for publication on the website, in presentations, newsletters, etc.</li> <li>• Serve as a Village videographer, artfully capturing meaningful impromptu &amp; planned moments that represent the Village experience. Film interviews and significant exchanges.</li> <li>• Edit photos and video footage to enhance the appeal and quality of images.</li> <li>• Assist in creating and maintaining an official VSMC image library. Organize, label, file, and archive images in this space following established processes for ease of access and retrieval.</li> </ul>

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# VILLAGES

*of San Mateo County*



P.O. Box 813, San Carlos, CA 94070

650.260.4569

[info@villagesofsmc.org](mailto:info@villagesofsmc.org)

Published February, 2024