

VOLUNTEER PROGRAM AIDE

DISTINGUISHING FEATURES OF THE CLASS: An employee in this position is responsible for promoting the agency's programs to the public, potential consumers and related agencies as well as assisting in the recruitment, assignment, monitoring and recognition of program volunteers. The employee also assists in the development and execution of special programs carried out by the agency. The incumbent will be actively involved in the community through their work to promote the agency's programs and volunteer participation. Work is performed in accordance with established policies and procedures under the general supervision of a higher-level employee. Some leeway is allowed in carrying out work assignments. Supervision is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of activities performed by an employee in this title, do not represent any one position. Incumbents in this title may perform some or all of the activities listed as well as other activities not described.

Engages in various public relations activities such as writing news releases and other media materials to publicize agency programs and special events and volunteer opportunities;

Maintains records and provides reports on volunteer services as required by funding sources and to serve as guides for future planning;

Distributes and relates information about resources and services available in the community;

Plans and manages volunteer recognition activities;

Speaks to community groups on volunteer opportunities and agency programs;

Develops and maintains record keeping systems;

Identifies and evaluates agency needs which can best be served by volunteers;

Performs routine clerical duties in support of an office staff, including sorting and filing mail, forms and other materials;

May assist in the preparation of reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of programs and services available through the Ulster County Office for the Aging and other service providers; working knowledge of the characteristics, needs and interests of older individuals; ability to maintain records and assist in the preparation of reports; ability to communicate effectively with older persons who may have physical and/or language difficulties; ability to relate to and motivate older persons; ability to establish and maintain effective working relationships with others; ability to understand and empathize with the needs and concerns of others; tact; courtesy; dependability.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a high school equivalency diploma; **OR**
- B. One (1) year of paid or volunteer clerical, administrative or other experience that involved responsibility for providing services to the community or a community group (e.g. youths, senior citizens, veterans etc.); **OR**
- C. An equivalent combination of training and experience as indicated in A and B above.

SPECIAL REQUIREMENT: Possession of a valid NYS driver's license at time of appointment and throughout the duration of employment in this title.

ULSTER COUNTY
7595 VOL PG AD
Classification: Competitive
Grade: 6
Union: CSEA

Adopted: February 9, 2026