

## ***AARP Tax-Aide Volunteer Position Description: Prospective Volunteer Coordinator (PVC)***

***Program:*** AARP Tax-Aide provides free personal income tax counseling and tax form preparation to taxpayers of all ages with middle and low income, with special attention to those age 60 and older.

***Purpose of Position:*** The Prospective Volunteer Coordinator (PVC) works with the State Coordinator to meet the state's recruitment needs.

***Responsibilities of Position:*** Supported by the policies and procedures of the Association and the Policy Manual, the PVC:

- ◆ Receives written and email candidate referrals from national office and regional/local sources.
- ◆ Contacts candidates by voice, email, or writing to verify information and inform them of next steps.
- ◆ Initially screens candidates for suitability to AARP Tax-Aide, determining general experience and comfort level with taxes.
- ◆ Mails prospective Counselor Orientation Self-Mailer to initially screened candidates unless directed otherwise by the state coordinator.
- ◆ Forwards candidate information to appropriate volunteers (coordinators or specialists) as directed by the State Coordinator.
- ◆ Maintains and report to the State Coordinator counts of candidate inquiries received by telephone, email, and mail.
- ◆ Attends one state meeting per year if invited by the State Coordinator, incurring no other travel & subsistence costs w/in the position.
- ◆ Submits reimbursable telephone and postage expenses to State Coordinator for review and approval

***Qualifications:*** The PVC must have and use email communication.

***Term of Service:*** The PVC is appointed for a one year term, contingent upon satisfactory annual review, and may be re-appointed for subsequent one-year terms.

***Eligibility:*** The PVC is eligible for other AARP or Foundation volunteer positions.

***Time Required:*** The position demands more time from October to May while prospective volunteers are coming into the program. The exact hours per week depends on the volume of prospect interest.

***Training Required:*** The PVC must acquire a working knowledge of AARP Tax-Aide's volunteer positions, with special attention to the responsibilities and requirements of Counselors. A basic orientation to AARP is necessary, including referral points for prospects that do not wish to pursue AARP Tax-Aide volunteer opportunities.

***Travel Required:*** None.

***Appointment & Supervision:*** The PVC is appointed by the State Coordinator with concurrence by the Regional Coordinator and reports directly to the State Coordinator.

***Scope of Authority:*** The PVC assists the State Coordinator in bringing volunteer prospects into the program.

***Working Relationships:*** The PVC works closely with District and Local Coordinators as directed by the State Coordinator, and with AARP's recruitment volunteers.

***Progress Review:*** The PVC's performance is monitored on an on-going basis and reviewed annually by the State Coordinator.

***Available Resources:*** The PVC will be afforded the necessary guidance, training and materials needed to facilitate leadership responsibilities. Additional support and training are provided from the national office staff and field office staff, State Coordinator, and AARP recruitment volunteers. AARP Tax-Aide reimburses volunteers for covered program related expenses as set out in the Policy Manual.

***Volunteer Policy:*** AARP Foundation volunteers will receive equal opportunity and treatment throughout recruitment, appointment, training, and service. There will be no discrimination based on age, disabilities, gender, race, national or ethnic origin, religion, economic status, or sexual orientation.