

**CITY OF BOULDER
VOLUNTEER POSITION DESCRIPTION**

DATE: 3/2021

POSITION TITLE: Bill Payer/Organizer Program (BPOP) Field Volunteer

EMPLOYEE GROUP: Volunteer

DEPARTMENT/DIVISION: Housing and Human Services/Older Adult Services

OVERALL JOB OBJECTIVE:

Under general supervision, to provide direct client service by assisting older adults 60+ in Boulder in need of budgeting, writing checks, organizing papers, filling out forms, reading and sorting mail, and/or other personal clerical tasks as needed. Volunteers work one-on-one with older adults in their homes or in another designated location on a temporary or ongoing basis based on the client's need. Clients will be assigned a BPOP volunteer in six month increments at which time there will be an assessment of ongoing need.

DUTIES AND RESPONSIBILITIES:

Different clients will have different needs, but generally the volunteer tasks include some or all of the following:

1. Assisting the client with budgeting, writing checks and helping to streamline their system and work through any financial challenges that may arise.
2. Organizing, sorting, shredding and filing mail, documents and/or paperwork for the client. The client will work WITH the volunteer and ultimately make the decisions about what to do with their paperwork.
3. Setting up an efficient, simple filing system that will work for the client on an ongoing basis.
4. Reporting to the Program Coordinator any issues, concerns or other needs that may present themselves.
5. Filing a visitation report to Program Coordinator within 48 hours of client visit.
6. Other:
 - Takes proper safety precautions to prevent accidents. Responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment and follows all safety regulations, policies and procedures. Reports all accidents and damage to city property or client's property.
 - Is responsible for knowing and complying with all city and department policies and procedures.

Generally, duties and responsibilities are listed from most to least critical or time consuming.

CITY VISION AND VALUES:

The City of Boulder is committed to service excellence for an inspired future and the following values:

- **Customer service** - We are dedicated to exceeding the expectations of our community and our co-workers by demonstrating consistent and professional service with a solution-oriented approach
- **Respect** - We champion diversity and welcome individual perspectives, backgrounds and opinions. We are open-minded and treat all individuals with respect and dignity.
- **Integrity** - We are stewards of the public's trust and are committed to service that is transparent and consistent with city regulations and policies. We are honorable, follow through on our commitments and

accept responsibility.

- **Collaboration** - We are committed to organizational success and celebrate our shared dedication to public service. We believe community collaboration and the sum of our individual contributions leads to great results.
- **Innovation** - We promote a forward-thinking environment that supports creativity, calculated risks and continuous improvement. We embrace change and learn from others in order to deliver leading edge service.

ORGANIZATIONAL STRUCTURE:

(1) TITLE OF IMMEDIATE SUPERVISOR: Older Adult Client Services Coordinator who is current Bill Payer/Organizer Program Coordinator and/or Older Adult Services Program Manager

(2) TITLE(S) OF POSITION(S) OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: None

REQUIRED MINIMUM QUALIFICATIONS:

1. General knowledge of budgeting, balancing a checkbook, and/or organizational tactics and procedures.
2. Patience, tactfulness and willingness to cooperate and work with a population that may include people with physical and/or mental impairments and varying socioeconomic backgrounds. Compassion and understanding of various lifestyle choices.
3. Strong verbal and written communication skills. Well developed listening and interpersonal skills. Sensitivity to persons from diverse cultures including older adults. Demonstrated ability to handle multiple tasks and good organizational skills in a fast-paced environment. Proficiency in Word and use of a computer. Ability to work independently or with minimal supervision in a team environment. Ability to maintain accurate records in a timely manner. Acceptable background information including criminal conviction record and credit history. Valid Colorado driver's license, and acceptable motor vehicle record.

DESIRED QUALIFICATIONS:

Experience and/or education relating to older adults.

WORKING CONDITIONS - Required Physical and Mental Effort, and Environmental Conditions:

Physical and Mental Effort: Primarily sedentary physical. Sufficient vision or other powers of observation that permits the volunteer to review, evaluate and prepare a variety of written documents and materials. Sufficient clarity of speech and hearing or other communication capabilities that permits the volunteer to communicate effectively on the telephone and in person. Sufficient personal mobility and physical reflexes, which permits the volunteer to work in an office or home setting. Work may include extended periods of time viewing a computer video monitor and/ or operating a keyboard.

Work Environment: Works primarily in clean, comfortable environment. Works in a setting subject to interruptions and background noises.

Machines and equipment used include, but are not limited to, the following: Frequently uses standard office equipment including personal computers, telephones, calculators and copy/fax machines.

ACCOMMODATIONS: Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Note: The above description is illustrative only. It is not meant to be all-inclusive.