



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

YMCA OF SAN JOAQUIN COUNTY - VOLUNTEER DESCRIPTION

OUTREACH ASSISTANT

Under supervision of both the Volunteer Coordinator and the appointed supervisor, the Outreach Assistant will help the YMCA in their mission to extend their reach to diverse communities through excellent customer service, communication, and general community involvement.

DUTIES AND RESPONSIBILITIES:

The Outreach Assistant must have the competencies, skills, and proven leadership ability to successfully carry out the YMCA mission, goals, and visions for serving the community. The Outreach Assistant will assist in the following:

A. Excellent Customer Service

1. Interacts well with individuals as well as whole group.
2. Participates actively in YMCA events.
3. Establishes and maintains appropriate physical and behavioral limits.
4. Use appropriate voice level and positive statements with staff, children and all community members.
5. Has broad knowledge of YMCA programs and events.

Outreach Assistants are volunteers, they are not staff, and shall not be solely responsible for community engagement, under any circumstance, in any capacity.

B. Community involvement

1. Assist in the implementation of activities, campaigns and events.
2. Cleans up assigned areas and participates in housekeeping routines.
3. Perform related duties as assigned.

C. General Responsibilities

1. Maintain a physically, emotionally & socially healthy environment for/with children and staff.
2. Carries out directions of volunteer coordinator.
3. Serve as a good role model; Sets positive example in conduct and personal habits.
4. Track volunteer hours and have them approved by either the volunteer coordinator or Supervisor.

REQUIREMENTS:

1. Must be at least 14 years or older and have begun high school.
2. If at least 18 years of age, they must obtain: Live Scan clearance or fingerprint submission to Department of Justice in order to work events on school grounds.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, student's homework and curriculum, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups or employees or the organization.

REASONING ABILITY:

Ability to analyze moderately complex problems where there are standardized activities. Problem solving results from conformity to established patterns and policies.

OTHER SKILLS/CERTIFICATES AND ABILITIES:

Ability to organize and follow through with detail-oriented projects. Dress appropriately by wearing clothes suitable for a family-friendly setting, have no holes or tears, and wear close-toed shoes, appropriate for any activity or situation. Hats only used outdoors. Store personal items. Greet visitors. Interact positively with community members. Assure work area is clean. Interact with volunteer coordinator and supervisor. Use their talents.

PHYSICAL DEMANDS (IF APPLICABLE):

While volunteering, the volunteer is occasionally required to stand; walk; run; sit; use hands to operate objects, tools and/or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch and/or crawl; talk and/or hear; taste and/or smell. The employee must occasionally lift and/or move up to 45 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

YMCA COMPETENCIES:

Mission Advancement: Accepts and demonstrates the Y’s values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person’s point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience.

Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for member.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

ACKNOWLEDGEMENT & RECEIPT

I understand and mutually accept the above description to represent the volunteer position I have agreed to perform. I understand that I may be asked to perform other duties as needed that are not included in this position description.

Employee Signature

Date

Supervisor Signature

Date