

## Council on Aging Request – Program & Volunteer Coordinator

### General Information

Funding Package Name *	Program and Volunteer Coordinator Position Request	50
Department *	Council On Aging	▼
Description *	The proposal for a Program & Volunteer Coordinator is the COA's way of preparing the COA for its merger with Recreation Departments into a Community Center.	94
Justification Type	Service Expansion ✕ Personnel Requests (Add. Pay/Benefits) ✕ Health and Human Services ✕	
Justification Details	The Program and Volunteer Coordinator position will be the primary point of contact for recruiting and onboarding volunteers. This increase in our volunteer base will allow for supplemental workers, facilitators, and presenters. The COA needs volunteers to keep up with anticipated growth. They reduce the need for more staff and provide the team members required to maintain and enhance the quality of services expected by our community members.	52

### Expenses 1 ^

Identify each expense item by selecting accounts by Account ID or name from the dropdown. You can also manually add itemizations if needed.

FY2026				
Expense Items	Account ID	Quantity	Unit Cost	Value
SALARIES & WAGES	0010-5-541-0-1-00-00...			\$56,376.00
SALARIES & WAGES Itemization	0010-5-541-0-1-00-00...	2088	\$27.00	\$56,376.00
Totals Expenses			\$56,376.00	

## **PROGRAM & VOLUNTEER COORDINATOR COMMUNITY CENTER**

### **JOB DESCRIPTION:**

#### **Position Purpose:**

The purpose of this position is to perform a variety of administrative and clerical work of moderate difficulty and responsibility under the direction of the Community Center Director and Assistant Director. The Program and Volunteer Coordinator is responsible for organizing, planning and implementing programs, events, community festivals and travel opportunities. The Program and Volunteer Coordinator is expected to create a bi-monthly newsletter and oversee the myseniorcenter database and generate the newsletter, enter programs, record attendance, schedule robocalls and generate lists using myseniorcenter. Additionally, the Program and Volunteer Coordinator recruits, onboards, assigns duties and monitors volunteers' and Senior and Veteran's Tax Work Off hours and processes. Assists with recruiting, hiring and onboarding of recreation summer program staff, volunteers, entertainers and vendors. Performs all other related work as required.

#### **Supervision:**

*Supervision Scope:* Performs varied and responsible duties requiring the exercise of judgment and initiative to carry out assignments independently, analyze situations and conditions, and determine appropriate course of action from department guidelines and policies.

*Supervision Received:* Works under the general supervision of the Community Center Assistant Director and Director. Employees generally establish own work plan and completes work in accordance with established departmental policies and standards; only unusual cases are referred to supervisor.

*Supervision Given:* Assist the Community Center Director and Assistant Director with supervision of volunteers, senior and veteran tax work off volunteers and recreation staff.

#### **Job Environment:**

A majority of work is performed under typical municipal office conditions, with frequent interruptions to provide assistance and information to the public; the noise level is moderate.

Regularly operates a computer, telephone, copier, and other standard office equipment.

Makes frequent contact with the public. Contacts are in person, by email, in writing, and by telephone and usually involve the provision of information of a technical or factual nature to the public or interested parties.

Has limited access to confidential information.

Errors could result in possible loss of department services.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Responsible for the development, coordination and implementation of a wide variety of daily Senior Center and Youth Recreation programs and activities. Assist in developing a bi-monthly calendar of diverse recreational, social, cultural, educational, multi- intergenerational, and other program activities.

Coordinates all internal and external events, including booking speakers, and entertainers and arranging sponsorships for special events. Works with outside vendors and other COA's and Recreation groups to arrange group trips, discounts and joint activities.

Accompany or lead classes, trips and special events.

Attend, when needed, evening recreation programming, new youth trainings or weekend community events.

Assist with meals program as a back-up for Meals-on-Wheels driver, Kitchen Aide and general assistance with this program as needed.

Assist with publicity and marketing of community center programs; prepare newsletters articles, flyers, and posters of program offerings and special events.

Responds to general inquiries from members, visitors and the public via telephone, email or in person. Attends monthly Board of Directors meeting as requested.

Compiles and maintains statistical information for all activities. Prepares registration forms for each event and monitors sign-ups and cash receipts. Uses myseniorcenter software to input program information, provide online registration and data collection and retention. Enters data into the computer utilizing myseniorcenter software and prepares monthly statistics of services, programs and clients for the Community Center Director, Recreation Commission and COA Board of Directors.

Responsible for analyzing the needs and interests of the Center and its participants.

Plans activities and events to meet identified needs and interests.

Conducts a needs and interest assessment on an annual basis, running focus groups and being available for suggestions and feedback.

Works with other staff to coordinate logistics and program plans.

Works with van drivers and other staff to coordinate transportation needs of participants.

Maintains van and car schedules in conjunction with Admin Assistant.

Back up driver for van or car as part of transportation team.

Works with Admin Assistant to process cash and check receipts and submits invoices for payment.

Advertise programs through local media outlets.

May update content on website and social media.

Recruit, train and supervise volunteers to assist as needed.

Maintain inventory of activity supplies and materials; orders and/or shop for supplies on a regular basis.

Responsible for the bookkeeping and statistical record keeping for each activity.

Responds to general inquiries from members, visitors and the public via telephone, email or in person.

Provides administrative and secretarial support to the Community Center Director. Computer literacy, including the ability to use Microsoft Office (Excel, Word, PowerPoint, Publisher) and learn department-specific software.

Organizes and maintains all department files and records as they pertain to Community Center programs, senior and veteran tax work off participants and volunteers.

Types or otherwise prepares a variety of correspondence, reports memos and other similar material for supervisor.

Assists participants with activities, trips, luncheon sign-ups, and scheduling transportation.

Accompany or lead classes, trips and special events as needed.

Monitors volunteers and assigns volunteers and senior and veteran tax work off participants to areas of the Community Center where support is needed.

Attend community events to promote visibility of the center in the community.

Create additional promotional materials to highlight and advertise programs.

Maintains records of service for the client and driver in collaboration with the front office.

Responsible for opening, closing and running the daily operations of the Community Center in the absence of the Director and Asst. Director.

Performs similar or related work as required.

Communication with participants, volunteers, senior and veteran tax work off participants, community, vendors and associates.

Responsible for administration of Community Center software including data entry, data analysis and permissions.

Administers robocalls and other communication with community.

Manages bulk mailings.

Assists Community Center Director with funds to provide food and fuel assistance for residents.

Regular attendance and punctuality at the workplace required.

Cross-trained to fill in for other departmental functions as needed.

Must be able to work independently and as a team.

Performs similar or related work as required, directed or as situation dictates.

### **Minimum Qualifications:**

#### **Education, Training and Experience:**

Minimum of an Associate's Degree in Psychology, Human Services, Sociology or another discipline that can be linked to the support of youth and adults; Or can be substituted with a High School Diploma with substantial experience in one of the above categories.

Experience in the administration of programs and activities for youth, elderly, veterans or disabled people.

Working knowledge of programs and activities for Community Center consumers.

Ability to oversee a variety of group programs and initiate innovative programs.

Effective oral and written communication and marketing of programs and ideas. Public speaking and presentations to community groups; publicity and recruitment for programming and volunteer opportunities at the Community Center.

Any equivalent combination of education and experience.

Proficiency in Microsoft Excel, Word, Outlook, Publisher, Adobe Indesign and myseniorcenter is highly desired.

**Knowledge, Ability and Skill:**

*Knowledge:* Thorough knowledge of office procedures, practices and terminology. Working knowledge of town operations. Computer skills including Microsoft Word, Excel, email, internet searching, saving, retrieving, attaching and printing documents. Basic phone skills including the ability to transfer calls, put calls on hold, transfer calls into voicemail and distribute messages. Office machine operations including printing and copying. Ability to learn and operate any software that is specific to the department.

*Ability:* Ability to communicate effectively verbally and in writing to provide information from files and records. Ability to calculate, evaluate, organize, document and coordinate. Ability to maintain records and prioritize tasks. Ability to respond with tact and courtesy when dealing with the public. Ability to deal with continuous interruptions and various levels of stress. Ability to be accurate and to meet deadlines.

*Skill:* Excellent customer service, interpersonal and organizational skills. Skill in operating computers and utilizing appropriate software applications. Excellent organizational skills. Skill in all of the above listed tools and equipment.

**Special skills**

CPR Certification, Q-strain lift and securement training, Serve Safe, Allergen, and sanitation trainings (trainings will be provided must have the ability to achieve certifications)

**Physical Requirements:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employee is frequently required to walk, stand, sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in physically picking up files, papers and other common office objects. Employee must occasionally lift and/or move objects weighing up to 15 pounds such as files, books, supplies, etc. Ability to view computer screens, financial spreadsheets and work with text or numerical details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Ability to take notes at meetings at an efficient speed. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

**Middleton Council on Aging**  
**Supplemental Budget Request**  
**FY2026 Operating Budget**

**Request #2**

Request Description	Justification	Essential Functions
<b>Community Center Program &amp; Volunteer Coordinator</b> <b>Full Time Position</b>	<p><b>The proposal for a Program &amp; Volunteer Coordinator is the COA's way of preparing the COA for its merger with Recreation Departments into a Community Center.</b></p> <p><b>The COA's current target participant base is 26% of the Middleton community. Once we expand into a Community Center, this number will increase to include Middleton Recreation and any resident of Middleton who chooses to find their place at the Middleton Community Center.</b></p> <p><b>The position will build the bridge between the COA and the Recreation Department, allowing these two departments to become one. They will accomplish this by developing engagement opportunities that nurture community togetherness.</b></p> <p><b>The quality of engagement offerings is a crucial function and attraction to the building. It will provide an initial point of contact, relationship building, and the opportunity to identify, educate, and provide resources and information. These initiatives will incur costs, and the recruitment and implementation of volunteers would offset these costs.</b></p> <p><b>The Program and Volunteer Coordinator position will be the primary point of contact for recruiting and onboarding volunteers. This increase in our volunteer base will allow for supplemental workers, facilitators, and presenters. The COA needs volunteers to keep up with anticipated growth. They reduce the need for more staff and provide the team members required to maintain and enhance the quality of services expected by our community members.</b></p>	<b>See job description (attached)</b>

	<p><b>Additionally, volunteering allows adults “not that age yet” to find their place at the COA. This increase in community engagement and connection to services allows more community members to receive the value of their investment. The Program &amp; Volunteer Coordinator will be cross-trained to backfill all operations of the COA and recreation departments and will allow for additional support through the recruitment of volunteers.</b></p>	
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## Population Growth Impacts

- Expansion of Current Outreach Services Including...
  - ◆ Medicare Counseling
  - ◆ Financial Needs (balancing finances, long term care costs)
  - ◆ Long Term Care Consultations
  - ◆ Elder Abuse (1 in 10 Americans aged 60+ suffer from at least 1 of the 7 types of elder abuse: Neglect; Physical; Sexual; Abandonment; Emotional or Psychological; Financial; Self-neglect)
  - ◆ Medical Needs (rehabilitation, aging bodies, nutritional considerations, emergency services)
  - ◆ Education for Prevention (safety, health & wellness, scams, etc)
  - ◆ Support Groups (mental illness, loss of spouse or children, anxiety,)

- Additional Outreach Services Needed...
  - ◆ Financial Needs (planning for retirement)
  - ◆ Medical Orders for Life-Sustaining Treatment
  - ◆ Planning for Funeral Needs
  - ◆ Medical Needs (rehabilitation, aging bodies, nutritional considerations, emergency services)
  - ◆ Education for Prevention ( home adjustments, carfit, etc)
  - ◆ Support Groups (mental illness, loss of spouse or children, anxiety,)

## Population Growth Impacts (continued)

### → Expansion of Current Support Services

Including...

- ◆ Fighting Cognitive Decline (education, services, dementia cafe & developing a dementia friendly community)
- ◆ Technology (online: sign-ups)
- ◆ Transportation (for shopping, medical appointments, to the center, out of town trips, social trips)
- ◆ Caregiver Support
- ◆ Fight Against Isolation
- ◆ Intergenerational Engagement (community building, sense of belonging, social & emotional well-being)
- ◆ Volunteer Opportunities

### → Additional Support Services Needed...

- ◆ Fighting Cognitive Decline (developing a dementia friendly community)
- ◆ Technology (online: services for ex. banking or virtual medical appointments, shopping online, safe social media, connecting with loved ones virtually, 55+ workforce)
- ◆ Safe Dating, On-line Dating& Sex Education
- ◆ Education for Prevention ( home adjustments, carfit, etc)

# Recreation

- Current Programming For Expansion Including..
  - ◆ Intergenerational programs
  - ◆ Support for Grandparents Caring for Grandchildren
  - ◆ Veteran Programs: Honorary Programs, Veterans - the hometown heroes for school aged children.
  - ◆ Intergenerational Programs: Gardening, Technology Support,
  - ◆ Student Performance for Seniors
  - ◆ Student Volunteers and Internships

- Additional Programming Needs..
  - ◆ Intergenerational programs
  - ◆ Use of space by outside groups
  - ◆ Capacity for meetings
  - ◆ Youth and intergenerational programs
  - ◆ Veteran Programs: Intergenerational Support Groups.
  - ◆ Intergenerational Programs: Cooking, Oral Histories, Reminiscing, Chorus, Reading Groups, Tutoring, Games, Chair Sports, Storytime, etc.
  - ◆ Expansion of PEG

# Community Center Spaces

- Multipurpose Room (dividable)
  - ◆ Space for large events, voting, large evening meetings
  - ◆ PEG access
- Cafe/Lounge
  - ◆ Small programs, gathering space for more casual programming (cards), cafe is kitchenette for coffee/water/self-serve
- Community Classroom (dividable)
  - ◆ PEG access
  - ◆ More resilient future for active programs/classes, ideal space for Scouting, youth groups, intergenerational programming
- Reception & Office spaces for staff/check in
- All of these spaces could be used for evening meetings for boards/committees and outside groups as well

# Community Center Weekly Schedule (COA)

## Monday

9AM Coffee Cafe, C/L  
 9:30AM Zumba Gold, MR A/B  
**10AM Com. Puzzle, C/L**  
 10AM Italian,CR A/B  
**10:30AM Costume Party-Kids Judge, MR A/B**  
 11 AM Constituent Services, C/L  
 11:30AM Congregate Lunch,MR A/B  
 12:30 AM Bingo, MR  
**1PM Current Events, CR A/B**  
**3PM Intergenerational Pick-Up Game Time, CR A/B**  
**3PM Afternoon Group Fitness Program, MR A/B**

## Tuesday

9M Coffee Cafe, C/L  
 9:30AM Exercise with Weights, MRA/B  
**10AM Crafting ,CR A**  
**10AM Kids Crafts, CR B**  
 10AM Veteran's Coffee and Conversations, C/L  
**10AM Cooking Club, KTC and MR A**  
**11AM Cooking Club Brunch, MR A/B**  
 11 AM Lunch Bunch Day Trip, C/L  
 12PM Leadership Team Mtg ,CR A  
 12:30PM Podiatry Apt, CR B  
**12:30PM Movie, MR**  
**1PM Walking Club, C/L**  
**2PM Life Coaching, CR A**  
**3PM Intergenerational Chorus,, MR A/B**

## Wednesday

9M Coffee Cafe, C/L  
 9:30AM Chair Zumba Gold, MR A/B  
 9:30AM SHINE APT, CRA  
 9:30AM Storytime, CR B  
**10AM Adult Coloring, C/L**  
 10AM COA BOD MTG, CRB  
 10:15AM Tap Dancing,MR A/B  
**11AM Blood Pressure, C/L**  
 11:30AM Traveling Chef Cooking Demo,KTC &, MR A/B  
 12:30 AM Left, Right,CR A/B  
 1PM Lifelong Learning Presentation. MR A/B  
**3PM Afternoon Group Fitness Program, MRA/B**  
 3PM Technology Support, CR A/B  
 7PM NAMI Support Group, C/L; CR A/B

## Thursday

9AM Coffee Cafe, C/L  
 9:30AM Zumba Gold, MR A/B  
**10AM Veteran Game Time, C/L**  
**10AM Art Studio, A/B**  
 10:15 AM Chair Yoga,MR A/B  
 11:30AM Congregate Lunch, MR A/B  
 12:45AM In Town Shopping , C/L  
**1PM Workshop, CR A/B**  
**1PM Informational Presentation, MR A/B**  
**3PM Oral Histories, CR A/B**  
**3PM Afternoon Group Fitness Program, MR A/B**

## Friday

8:30AM Pike's Hikes, C/L  
 9AM Coffee Cafe, C/L  
 9:30AM Line Dancing,MR A/B  
**10AM Knitting Circle, C/L**  
**10AM Planning Committee, CRA**  
**10AM Creative Kids Workshop, CR B**  
**10:30AM Entertainment, MR A/B**  
 11:30AM Fund Friday Meals (Catered by Essex Agri., MR A/B)

### KEY:

MR=Multipurpose Room  
 KTC=Kitchen  
 CR=Classroom  
 C/L=Cafe/Lounge  
**Orange=Current**  
**Blue= Increase Space/Parking**