

AARP Foundation Tax-Aide **Prospective Volunteer Specialist (PVS)**

Program: The AARP Foundation Tax-Aide program provides free personal income tax assistance and tax form preparation to low- and moderate-income taxpayers, with special attention to persons age 60 and older.

Purpose of Position: The Prospective Volunteer Specialist (formerly the Prospective Volunteer Coordinator [PVC]) is responsible for training volunteer leaders in the use of the Volunteer Recruitment System and coordinating its implementation state-wide.

Responsibilities of Position: Guided by the policies and procedures of the AARP Foundation, AARP Foundation Tax-Aide, and with direction and support of the State Coordinator, the Prospective Volunteer Specialist is responsible for collaboratively undertaking the following tasks:

- Serves a member of the State Management Team.
- Assigns Prospective Volunteers whose introduction is through the Volunteer Recruitment System to a district leader to determine the suitability of the prospect for a specific AARP Foundation Tax-Aide assignment.
- Receives volunteer referrals from other than the Volunteer Recruitment System, and, depending on state preferences, contacts candidates to describe available volunteer opportunities and next steps, including providing the volunteer a web page address at aarp.org to register as a Prospective Volunteer.
- Serves as the liaison to district leaders, including reassigning prospects to another district or referring the prospective volunteer to the state coordinator, if an alternative opportunity may be more suitable.
- Periodically reviews, and reports, the status of the evaluation process for each prospective volunteer, reporting monthly to the State Coordinator any prospects having the Pending status more than 30 days old.
- The Prospective Volunteer Specialist is responsible for training all leaders on the design and use of the Volunteer Recruitment System.
- The Prospective Volunteer Specialist, and the Administration Specialist, together will make process improvement suggestions to the state coordinator.

Qualifications: The PVS must be comfortable operating computer-based software and have Internet access. The Specialist must communicate effectively and work well collaboratively. Attention to detail and persistence in achieving stated goals are important.

Term of Service: The PVS is appointed for a two-year term in odd-numbered years, contingent upon satisfactory annual review. Mid-cycle appointments are effective to the end of the current term. The Specialist may be appointed to unlimited two-year terms.

Eligibility: The PVS is eligible for other AARP or AARP Foundation volunteer positions, but may not hold any other AARP Foundation Tax-Aide State Management Team position.

Time Required: Time commitment varies according to tasks and ongoing responsibilities. Activity is year-round with greatest activity between August and January when prospect applications are being received.

Training Required: The PVS must acquire knowledge of procedures associated with AARP Foundation Tax-Aide recruitment practices and procedures, as well as have a general orientation to AARP Foundation and AARP.

Travel Required: The PVS attends State Management Committee meetings and meetings of District Coordinators for the purpose of training and developing liaison relationships.

Appointment and Supervision: The PVS is appointed by the State Coordinator with concurrence of the Regional Coordinator.

Scope of Authority: The PVS is responsible to the State Coordinator.

Working Relationships: The PVS works closely with the State Coordinator, Administration Specialist, Partnership and Communications Specialist, and district and local leaders as required.

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

Available Resources: The PVS will be afforded the necessary guidance, training, and materials needed to carry out the responsibilities of the position. The AARP Foundation Tax-Aide Policy Manual and Operational Guidelines are the main reference for the Specialist. The Specialist generally receives additional training through distance learning including webinars, conference calls and training aides posted on the AARP Foundation Tax-Aide web site.

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