**Volunteer Job Description Template**

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| **Organization mission** |
| Volunteers want to know why you do what you do. State the basic idea of your work in one memorable sentence. If your official mission statement is wordy or very formal, consider using more conversational language.  *For example: We work to give every person what they need to thrive- a quality education, a safe and stable home, and tools for a healthy life.* |
| **Project or position** |
| Describe the goal of the volunteer project or position and explain how it contributes to your mission.  *For example: Volunteer Income Tax Assistance (VITA) volunteers prepare and file FREE tax returns for low- and middle-income households. You will help our clients increase their financial stability by maximizing their tax refunds, ensuring they receive all credits they qualify for, and answer questions they may have about their tax situation.* |
| **Tasks** |
| Describe exactly what the volunteer will be doing during their service.  *For example:*   * *Review tax documents and Intake Form for each client* * *Utilize TaxSlayer software to prepare a tax return* * *Follow up with clients (by phone) if additional information is needed* * *Submit return to the Site Coordinator for review* |
| **Skills** |
| Describe the skills required for the volunteer position. They may be “hard” skills, “soft” skills, or a combination of both. If the position requires licensing or certification of any kind, you should list that here.  *For example:*   * *Ability to work with diverse groups of people* * *Basic computer skills* * *Attention to detail and willingness to ask question* * *Experience in finance or tax preparation a plus, but not required!* |
| **Schedule and location** |
| Give volunteers the details they will need to know. When and where will they serve? Does the project have an end-date, or is it an ongoing opportunity? Is there a minimum time commitment? Add anything else you want volunteers to know up-front: information about site accessibility, parking, etc.  *For example: Volunteers serve at our main office at 224 E Second Street, Ottumwa.*  *The program runs from January through the first week of April. The site’s hours of operation are Monday-Thursday from 11:00 AM- 6:30 PM. Volunteers can set their own schedule within those hours. There is no minimum time commitment- serve as much or as little as you would like!*  *Parking passes for the Green Street Parking Lot are provided.* |
| **Training and supervision** |
| Describe the training volunteers will receive, either formal or informal. Also explain how volunteers get feedback on their performance. If possible, list the name and contact information for the main supervisor.  *For example: All VITA volunteers will complete the training and certification provided by the IRS. The training is a combination of self-guided learning through Link and Learn online, and in-person training sessions lead by United Way staff. Training should take 20-40 hours, depending on your tax experience.*  *During your service, you will always have a Site Coordinator on site. The Site Coordinator is available to answer tax questions, provide any needed materials, and help with any technical difficulties.*  *Following the tax season, we will review successes and challenges with the whole volunteer team.*  *Primary Contact:*  *Ali Wilson*  [*a.wilson@wapellocouw.org*](mailto:a.wilson@wapellocouw.org)  *641.682.1264* |
| **Screening** |
| If you'll do a background check on the volunteer, mention this up front.  *For example: Volunteers are subject to a criminal background check*. |