

Gloucester County AmeriCorps Seniors



AmeriCorps
Seniors

Volunteer Handbook

115 Budd Boulevard, West Deptford, NJ 08096

Phone: 856-468-1742
Fax: 856-468-0326

Website: www.rcsj.edu/cte/ameri corps

FB: AmeriCorps at RCSJ
IG: AmeriCorps at RCSJ



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Welcome to Gloucester County AmeriCorps Seniors of New Jersey

Dear Gloucester County AmeriCorps Seniors member,

The staff of Gloucester County AmeriCorps Seniors would like to extend a warm welcome and a resounding **THANK YOU!** for deciding to join our wonderful program. Your compassion, dedication and life-time skills are a very valuable asset to your fellow resident and county human service agencies. Volunteer work is a rewarding experience.

Please review this volunteer handbook and familiarize yourself with the rules and phone numbers for contacting our office. Keep this manual as a resource for yourself and the agency volunteer site. Please call us with any questions or concerns.

Thank you, once again, for your willingness to give back to others through the AmeriCorps Seniors - community service program of Gloucester County program.

Sincerely,

Paula Settar
Volunteer Placement Coordinator
Gloucester County AmeriCorps Seniors
856-468-1742
psettar@rcsj.edu



Funding and Sponsorship Information

Funding:

Corporation for National and Community

Service Northeast Regional Office

Corporation for National & Community Service

4911 South Broad Street

Philadelphia, Pa 19112

nationalservice.gov

AmeriCorps Seniors, Learn and Serve America

Our physical location:

Division of Senior Services

115 Budd Blvd.

West Deptford, New Jersey 08096

Division of Health and Senior Services

SHIP program

PO Box 807

Trenton, New Jersey 08625-0807

Sponsorship:

Rowan College of South Jersey

1400 Tanyard Road, Sewell, New Jersey 08080



History of AmeriCorps Seniors

Timeline of AmeriCorps Seniors:

- 1965: Launched by the Community Service Society as a pilot SERV (Serve and Enrich Retirement by Volunteer Experience).
- 1969: The Retired and Senior Volunteer Program was started as a volunteer program of the administration on Aging by Title VI, Part A of the Older Americans Act.
- 1971: Eleven programs launched in June under the auspice of the Administration on Aging.
- 1973: Designated as ACTION'S Older American Volunteer Program (OVAP).
- 1993: OVAP reauthorized as the National Senior Service Corps and named the Retired and Senior Volunteer Program (RSVP).
- Current: Now known as the AmeriCorps Seniors and administered by the Corporation for National Service.

Mission:

AmeriCorps Seniors will provide volunteer opportunities for people 55 years of age or better with a myriad of experience and interests from all economic, educational and social backgrounds to serve on a regular basis in a variety of settings throughout their community. AmeriCorps Seniors volunteers provide services that utilize their own talents and interests, and present their community with a rich array of options for addressing the full spectrum of community needs.

Program Benefits:

AmeriCorps Seniors membership is free. Volunteers serve part time on an average of three to four hours per week, with placement at local "stations" such as local non-profit agencies, schools, agencies and institutions. Volunteer hours are reported to the AmeriCorps Seniors office each month. Each volunteer is covered by "On Duty" accident and liability insurance (see enclosed pamphlet The CIMA Companies, Inc.). Information newsletter and insurance counseling are provided to the volunteer at no cost.

For more information please visit the
Corporation for National & Community Service — AmeriCorps Seniors Program
website: americorps.gov/serve/americorps-seniors



AmeriCorps Seniors Mission, Vision and Core Values Statements

The AmeriCorps Seniors' mission, vision and core value statements reflect the purpose of our programs (Mission), what we aspire to be (Vision), and the guiding principles that we will use to reach our goals (Core Values).

Mission Statement:

To actively recruit and retain community volunteers 55 years of age or better with a myriad of talents and education to answer pressing community needs of fellow residents throughout the state of New Jersey.

Vision Statement:

A closely woven sustainable well-funded cadre of “Community” programs renowned for answering the critical needs of the vulnerable, low-income, underserved, isolated, and forgotten in our communities.

Core Values:

AmeriCorps Seniors values the contributions our volunteers make through service to their communities. Their knowledge, skills and life experiences are of immeasurable value to the organizations and people they touch.

For more information please visit the
Corporation for National & Community Service — AmeriCorps Seniors Program
website: <https://americorps.gov/serve/americorps-seniors>



Why Get Involved?

When you volunteer you are giving something back to your community by lending a helping hand to people and organizations.

What you may not realize is that volunteering also benefits you as an individual. There are many good reasons to get involved in the community, including learning something about yourself. AmeriCorps Seniors community service program offers volunteer opportunities for people 55 years of age or better.

Some of the benefits of volunteering are:

- Making new friends.
- Exploring career and personal interests.
- Earning great recommendations for future employment.
- Developing marketable job skills.
- Build your resume.
- Enrich your education.
- Uncover hidden skills and talents.
- Have fun!
- Make a difference in someone's life!



Your Responsibilities as a AmeriCorps Seniors Volunteer

- To identify yourself as a volunteer by wearing your name badge whenever possible.
- To cooperate with your volunteer station supervisor, especially regarding confidential information.
- To conduct yourself in a professional manner.
- To avoid unsafe tasks, such as heavy lifting and advise your station supervisor of unsafe conditions.
- To report all incidents regarding personal injury to your agency supervisor and AmeriCorps Seniors promptly.
- To notify the volunteer agency if you will not be available during your assigned shift.
- To “sign in” when you volunteer so that your time is recorded.
- To notify the AmeriCorps Seniors office of changes in your mailing address, telephone number, email address, or **volunteer assignment**.
- To submit your volunteer hours monthly



Why Do We Need Your Volunteer Hours?

- The federal government requires us to keep track of all time spent volunteering as a means of assessing our performance and justifying your volunteer insurance.
- It indicates that you are an active AmeriCorps Seniors community service program volunteer and thus allows you to participate in our annual recognition event and receive our newsletter.
- It provides proof that you were volunteering in case of an insurance claim.
- It allows us to share with our funders required quantitative data. **However, your personal data is not shared with funders or any other entity and are securely locked in our filing cabinets at our office.**
- It helps AmeriCorps Seniors promote seniors as active, contributing members of their communities.

STARS—“Short Term Assignment Retirees for Service”

Many times throughout the year, our volunteer agency sites need help with a one-time project or special event. This can encompass a team of two or up to 50 or more volunteers. Some of these projects/events are annual walks, large bulk mailings, historic tours, etc.



New Volunteer Orientation

Potential Volunteer:

1. Fill out Gloucester County AmeriCorps Seniors application
2. Complete background check paperwork
3. Call or return packet by mail in the enclosed postage paid envelope
4. Come in for scheduled interview with program coordinator

Placement:

1. Local placement whenever possible.
2. Placement according to volunteer's skills and interests.
3. Prior agreement with agency site for volunteer protection and benefit.
4. Follow-up with volunteer and agency site for placement satisfaction.

AmeriCorps Seniors will conduct a safety inspection of all agencies sites before placing a volunteer.

Volunteer Separation:

AmeriCorps Seniors may separate a volunteer for cause including but not limited to; misconduct, an inability to perform assignments or accept supervision.

If a volunteer no longer wishes to volunteer for AmeriCorps Seniors RSVP, notify the office at 856-468-1742.



Volunteer Tips

- Know what you want to get out of volunteering. You can volunteer in order to make a contribution, meet new friends, gain recognition, or simply enjoy the personal satisfaction that comes from helping others.
- Check the time it takes to do particular volunteer job. How does the time commitment fit your schedule and lifestyle.
- Think about your skills, interest, and life experiences and how they could be useful in a volunteering setting.
- Be open and honest about your desire for meaningful and satisfying work and the need to have acceptance and respect of the staff.
- Be willing to give and take honest feedback in your volunteer job and, when necessary, to be an advocate for change.
- Respect confidentiality related to your volunteer placement in all settings in your life.
- Most important of all, bring your heart and your sense of humor to your volunteer service, along with the enthusiastic spirit which is, in itself, a priceless gift.

Thank you for your spirit of volunteerism!



Gloucester County AmeriCorps Seniors of New Jersey

Volunteer Services (what we do):

- Recruits volunteers through continuing public service announcements, referrals, seminars and senior fairs.
- Provides applications with short listing of volunteer positions to get an idea of the volunteers' interest.
- Interviews the volunteer for an appropriate assignment.
- Makes arrangements with the agency prior to the placement for an interview.
- Has a prior agreement (Memorandum of Understanding) with the agency so that they are conscious of the volunteers' workload and does not use the volunteer to replace an employee.
- Provides follow-up assistance to ensure volunteer satisfaction with the placement.

Volunteer Appreciation:

Volunteers are recognized on an ongoing basis through different types of events and with wonderful giveaways.

Volunteer Insurance:

Submitting hours verifies your right to be covered by our insurance company CIMA.



Feedback:

From time to time the AmeriCorps Seniors program staff will be calling or sending out surveys for feedback on your volunteer experience. Please make every effort to complete these surveys and return them to our office (postage paid). Your response helps us to improve our program and better serve you.

Background Check:

Once you have completed your application your information will go through a background check. This background check is required by the AmeriCorps Seniors RSVP grant. Your information is handled confidentially.

Once you have been cleared by our background check you will be asked to come in for a volunteer interview. During your interview you will be asked about prior volunteer experience, skills and interests to aid us in finding the best possible volunteer position available for you.

Name Badges:

After completion of your background check process and interview the program staff will get your badge and photograph completed. AmeriCorps Seniors will supply a lanyard for your identification badge. While you are volunteering, AmeriCorps Seniors is requesting you wear your identification badge with our branded lanyard as this signifies that you have had our background check, are able to volunteer for all vulnerable populations, trustworthy and dependable.

Submitting Volunteer Hours (online):

- Visit www.rcsj.edu/cte/american
- Scroll down on the right side and click the box "Enter hours served"
- You'll be taken to the "**Gloucester County Senior Corps Enter Hours Served**" (you're in the right spot)
- Your username is your first and last name, with the first letter of your first name and the first letter of your last name capitalized and no spaces in between
- Your temporary password is volunteer
- Once you sign in you will need to choose a new password. Once you set up your new password you'll need to log back in with your new password
- Once you sign in again you'll be able to submit your time electronically. You will only be able to submit time once a month. But you can go out of the software and back in to submit for a different month if needed. If you volunteer for more than one agency you will have to choose which one you are submitting time for.

If you have any problems please call Paula Settar, Volunteer Coordinator, at 856-468-1742.



AmeriCorps Seniors



AmeriCorps Seniors — Volunteer Time Card

Month: _____

Job Site: **Volunteer agency name**

Year: _____

If you are unable to submit your time online (electronically) please contact us and request paper time sheets and pre-stamped envelopes for your convenience to mail your volunteer time cards into us.

Some volunteer locations use sign-in logs. Your supervisor will submit them to AmeriCorps Seniors for you. Please make sure you sign in each time you volunteer.

Total Hours for the Month:

Volunteer Signature

Supervisor Signature

Director Signature

Please return this sheet to your supervisor or mail in by the end of every month. Thank you
Gloucester County AmeriCorps Seniors, 115 Budd Blvd., West Deptford, NJ 08096 (856-468-1742)



AmeriCorps Seniors

NOTES:



AmeriCorps Seniors Contact Information

Office Hours:

9 a.m. to 3 p.m., Monday through Friday

Summer Office Hours: 9 a.m. to 3 p.m., Monday through Thursday

Office Location:

115 Budd Blvd.

West Deptford, NJ 08096

(Across from Sprouts grocery store in
the Sherwood Shopping Plaza)

Mailing Address:

Gloucester County AmeriCorps Seniors

115 Budd Blvd.

West Deptford, NJ 08096

Telephone Number:

856-468-1742

Fax:

856-468-0326

Web Address (as of 11/2025):

www.rcsj.edu/cte/americorps

Staff:

Carmin A. Laurens, Executive Director
Gloucester County AmeriCorps Seniors
856-468-1742; *claurens@rcsj.edu*

Paula Settar, Volunteer Placement
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