

AARP Foundation Finances 50+SM

Sponsored by and developed in collaboration with Charles Schwab Foundation

Money Mentor Volunteer Position Description

AARP Foundation Finances 50+ is a financial capability program designed to motivate and empower participants to take charge of their financial future. The program assists individuals to make objective assessments, set appropriate goals and establish habits and behavior that will help them thrive.

This program includes three 90-minute classroom sessions on the basics of finances:

- Goal-setting and budget-planning
- Debt reduction and credit repair, and
- Asset building and protection.

The classroom sessions are led by trained volunteer facilitators and program participants also have the option to work one-on-one with a virtual money mentor by phone following the class sessions.

The Money Mentor Role:

Money Mentors work one-on-one with participants over the phone after the classroom sessions. They help participants create Action Plans and complete other financial activities. Like facilitators, Money Mentors may be financial professionals; however, their role is to help provide general financial guidance, a sounding board, and individual support and motivation. **Money Mentors should not provide specific financial recommendations.**

The Money Mentor most often provides the following services:

- Guides participants through specific exercise in the Finances 50+ Workbook using the Facilitator's and Mentor's Guide.
- Contacts participants on an agreed-upon schedule to track progress.
- Documents progress and interactions with participants using AARP Foundation-provided tools.
- Asks questions that help clarify participant's thinking.
- Provides referrals to additional resources.
- Listens to and tracks participants' questions and concerns and channel them back to program leadership to be addressed.

Qualifications:

- Most contact with volunteers will occur via email and the program website so the ability to access the internet, download files, and respond and participate in electronic discussions is important
- Strengths in oral and written communication skills
- Ability to work independently; self-initiate and prioritize duties, self-monitor performance

- Attentive and empathetic listening skills
- Ability to be patient and provide positive reinforcement of participant progress
- Strong skills in time management and the ability to think on your feet
- Strengths in multi-tasking, good memory for detailed information
- Ability to understand and work well with diverse populations
- Experience in administration of community programs and/or educational background in human services or financial services is helpful but not required

Training and support provided to volunteers:

- Printed volunteer facilitator's and mentor's guide
- 90-minute in-person training on facilitation and listening skills and how to work with older participants
- Ongoing opportunities for virtual training
- Moderated volunteer discussion board