

## COORDINATOR OF VOLUNTEER SERVICES

**DISTINGUISHING FEATURES OF THE CLASS:** The Coordinator of Volunteer Services is responsible for a volunteer service program, which supplements the department's work in the planning, administrative and delivery of services. Responsibilities of the incumbent include recruitment, training and scheduling of volunteers, and coordinating volunteer efforts with those of other agencies which provide services. Constant communication with supervisory staff is maintained to develop the basis for and the evaluation of the volunteer services. The position involves public contact to promote support and understanding of department programs and to attract members of the community willing to commit their services. Work is performed under general supervision with wide leeway in the use of independent judgment. Supervision may be exercised over the work of clerical staff; general control is exercised over a large number of volunteer workers; Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Plans, schedules, and coordinates a volunteer service program following consultation with professional staff and administrators;

Maintains existing programs and develops new programs which utilize volunteer workers in various capacities to supplement and enhance services provided;

Recruits, screens, trains and orients volunteers and community groups interested in volunteer services;

Interprets to professional staff the role of volunteers and their potential value;

Assigns volunteers on the basis of interest, ability, availability, and department needs;

Works closely with supervisors and other staff to ensure continued effectiveness of the volunteer program and to evaluate the volunteer's contribution to the department's program;

Develops and promotes recognition programs designed to improve relationships with volunteers and to acknowledge their services;

Addresses groups from which potential volunteers may be obtained and organizes community interest and participation programs;

Participates in meetings and conferences designed to improve knowledge and use of volunteer services;

Prepares time sheets and reports on the volunteer program;

May develop a public relations plan using press releases, television, radio, interviews, and prepares recruitment flyers and brochures;

Operates a computer terminal and other related office equipment; performs tasks relating to scanning, file storage, indexing, and filing utilizing all current department technology.

When assigned to the Department of Social Services:

Determines maintenance needs of imaging and records retention equipment and procedures and monitors maintenance contracts;

May review, conduct detailed analysis of, or survey various department operations to evaluate the efficiency of resources;

May assist administrators in planning and developing grant applications and reviewing and processing grant documents.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of functions which may profitably utilize volunteer services;

Good knowledge of interviewing techniques and the rudiments of placement and training;

Ability to establish and maintain effective working and inter-personal relationships with volunteers, administrators and professional staff;

Ability to initiate programs to assure the optimum use of volunteer services;

Ability to recruit, train and coordinate groups of volunteers;

Ability to maintain records and prepare oral and written reports;

Ability to speak effectively in public;

Ability to establish effective working relationships with volunteers and community groups;

Ability to communicate effectively, both orally and in writing;

Resourcefulness; Initiative; Good judgment;

Tact; Creativity; Courtesy; Initiative;

Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree and either:

1) two years experience supervising an organized volunteer program in the field of health or human services; or

2) two years experience planning or coordinating a program in a private or public sector organization.

Note: Education beyond the Bachelors degree can not be substituted for experience. Two years experience is required.