

VOLUNTEER SERVICES COORDINATOR

DEFINITION:

Under general supervision, plans, develops and coordinates volunteer programs, activities and services within County departments; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

The Volunteer Services Coordinator is a single level classification used in County departments to direct the activities of youth and adult non-paid volunteers. Incumbents develop and enhance volunteer programs; evaluate volunteer program effectiveness in relationship to Department and County goals and objectives; and represent the Department and County before community organizations.

Within this framework, the Volunteer Services Coordinator classification responsibilities include: recruiting, screening, orienting, and placing volunteers; consulting with department staff to identify needs and suitable volunteer placement; developing and maintaining liaisons within the community; and supervising the daily operations of volunteer programs and activities.

Incumbents of this classification must possess: strong organizational and time management abilities; ability to exercise initiative and independent judgment; a high degree of maturity and integrity; effective oral and written communication skills; and the ability to relate positively to employees at all levels, community groups, and potential volunteers.

SAMPLES OF DUTIES:

The information listed below is meant to serve as samples of the job duties and responsibilities for positions in this classification. This list is neither inclusive nor exclusive, but indicative of several types of duties performed. Consequently, this information does not reflect Essential Functions for any given position in this classification.

1. Plans and coordinates volunteer program activities including recruiting, interviewing, and placing volunteers in assignments.
2. Initiates, coordinates and documents background checks and security clearances when dictated by County/Department policy or required by Federal, State or County law.
3. Develops informational material and coordinates the dissemination of information to the public regarding the volunteer opportunities within the County using television, radio, newspapers, brochures, job fairs, telethons, etc.
4. Organizes and administers new volunteer orientation programs.
5. Consults with division heads and designated supervisors regarding assigned volunteers, and reassigns or counsels volunteers if problems arise.
6. Evaluates volunteer program effectiveness through observation, division visits, and consultation with supervisors and need assessment surveys.

VOLUNTEER SERVICES COORDINATOR (Cont'd)

SAMPLES OF DUTIES: (Cont'd)

7. Conducts tours of the department for interested groups and for new employees as part of their orientation.
8. Trains and develops staff to oversee volunteer program in multiple locations.
9. Speaks to community groups regarding volunteer programs and conducts educational and social meetings for volunteers.
10. Maintains knowledge of, and acts as a liaison between, County and community resources.
11. Develops, implements and coordinates volunteer recognition and award programs.
12. Develops and maintains volunteer program policies and procedures.
13. Maintains volunteer program controls, records and statistics, and prepares related reports and correspondence.

MINIMUM QUALIFICATIONS:

Education: Graduation from an accredited four-year college or university that is acceptable within the United States' accredited college or university system.

Experience: Two years of full-time, paid experience in a public agency, public relations or journalism, or as a volunteer worker in an appropriate agency.

License: A valid California Class "C" Driver's License is required.

Substitution: Additional full-time, paid experience may be substituted for up to two years (30 units per year) of the required education, on a year-for-year basis.

Other: Recruitment may be limited to candidates with an education or experience background related to the specific position vacancy.

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