**Public Library**

**Volunteer Engagement Coordinator**

**Job Description**

**Position Overview and Impact:** Assists the library in achieving its mission, enhances services to the public, and increases the library’s connections with the community by successfully involving community members as volunteers, many of whom will become some of the library’s most effective ambassadors and advocates.

**Qualifications:**

* Good “people skills”
* Good communication skills
* Skills in program planning and organization
* Ability to delegate effectively
* Understanding of volunteer engagement principles

**Responsible To:** Library Director

**Responsibilities:**

1. With the involvement of the library director, key staff, Board, Friends, union representative, and volunteers, develop a mission statement for volunteer engagement. (Or implement any existing library, city or county policy)
2. Based on the mission statement, the library’s strategic plan, and resources available, develop volunteer engagement goals and objectives, monitor progress, and make periodic reports to management and staff.
3. Ensure that sufficient written policies and procedures are in place, and that they are in concert with any city or county jurisdiction policies, including risk management.
4. Work with staff to identify and develop a variety of meaningful jobs and written job descriptions for volunteers.
5. Develop volunteer roles that assist in reaching the library’s strategic plan goals.
6. Maintain an active targeted recruitment program, utilizing multiple recruitment methods.
7. Keep the library director, board, staff and volunteers informed of success stories and recruitment needs so they can assist.
8. Learn to use at least one online recruitment site. Post opportunities and use tools effectively. Train appropriate staff or volunteers in online recruitment best practices.
9. Maintain relationships with local volunteer center and/or other organizations that can assist with volunteer recruitment efforts.
10. With the involvement of the library director and human resources, design and implement a screening program for volunteers that includes job descriptions, interview guidelines, problem-solving and background checks when required.
11. Develop and oversee delivery of both orientation to the library, and training for volunteers that will help them be successful in their roles.
12. Look for ways to engage staff and/or volunteers in designing and/or presenting volunteer training.
13. Develop and oversee delivery of training and consultation efforts for staff to ensure understanding and acceptance of volunteer engagement, and to develop skills staff need to successfully carry out their critical role.
14. Gather and share volunteer success stories with library director, board and staff.
15. Set an example by having volunteers directly assigned to tasks supporting the volunteer engagement effort.
16. Ensure effective feedback, collaboration and support of volunteers by encouraging staff to report on volunteer performance, assist in creating clear written volunteer agreements with skilled volunteers. Assist with problem-solving as needed
17. Maintain a relationship with Human Resources for guidance and problem solving.
18. Develop a plan for recognition that ensures all volunteers are thanked. At minimum, recognition plans should apprise volunteers of the impact made by their efforts on participants and the community, and meaningful to them. Determine that through interviews, survey or focus groups with volunteers.
19. Look for ways to provide promotional opportunities or a career path for some volunteer positions.
20. Keep library director informed of volunteer engagement accomplishments and resources needs.