Staff Roles

At each location there are two tiers of staff who work with volunteers.

1. The leader or Volunteer Coordinator who manages the local program and
2. The Volunteer Supervisor(s) who oversee(s) the day-to-day work of the volunteers who support a program.

The **Volunteer Coordinator's** role is to:

- Serve as front-line communicators with Volunteer Services. The Coordinator relays updates and their location's requirements to Volunteer Services.
- Ensure that Volgistics is checked weekly
- Attend Coordinator meetings and shares information with the branch; in your absence you may send a Volunteer Supervisor to represent the location
- Ensure that all volunteers are managed, scheduled and trained by the Volunteer Supervisor
- Hold Volunteer Supervisors responsible for their volunteers

The **Volunteer Supervisor's** role is to:

- Communicate their needs to the Volunteer Coordinator
- Screen potential volunteers. Determine if the candidate is a good fit for the location, contact the candidates and perform a face-to-face interview with each potential volunteer
- Manage, including orienting and training, the volunteers
- Review the reports from Volunteer Services to ensure that volunteers are logging their time and that the report accurately reflects what the volunteers work
- Document volunteers' activity so there is a record of performance and any issues that arise. The information on the Notes tab should reflect any information to be shared with other teammates and the Volunteer Coordinator