



CLASS SPECIFICATION

Class Code: 16876
Date Est: 06/2010
Last Rev: 09/2015
Last Title Chg:
FLSA: Non-Exempt
Probation: 6 months

VOLUNTEER COORDINATOR

DEFINITION

Under general supervision, coordinate the volunteer services for the department; plans, organizes and implements a program to provide qualified and trained volunteer support to the department or program; recruit, evaluate, and place volunteers in appropriate locations and activities; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

An associate's degree from an accredited college or university in business, public administration, or a closely related field and one year of full-time experience in program administration; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Plans and coordinates the components and services of the volunteer program, including daily oversight, scheduling, program development and promotion: identify, develop, implement and evaluate operational objectives to meet program goals and objectives.

Recruits, interviews and screens volunteers, conducts background reviews, and refers potential volunteers to a specific unit or program area; and matches volunteers to departmental needs whenever possible.

Orients volunteers to the department to which assigned; provides information regarding policies, procedures and regulations and conducts informational or training sessions as required.

Maintains records and prepares a variety of written reports and materials regarding the volunteer program.

Serves as a resource person for the department in making presentations to the departments and boards regarding the volunteer program.

Plans, organizes and implements departmental outreach events to attract volunteers in order to maintain a database of interested individuals.

Identify, develop and implement program components and services based on needs assessment and ongoing program evaluations; conducts research to prepare program component outlines and methods for evaluation; and conduct ongoing needs assessment and program evaluation by collecting data through various means to determine the success and effectiveness of current program components.

Provides ongoing support and guidance to volunteers; monitors and evaluates volunteers; solicits and responds to volunteer feedback; and organizes periodic volunteer appreciation activities.

Plans and implements activities, awards and other methods for the recognition of volunteer staff.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

County and department facilities, programs, operations, and administrative procedures.

Goals, objectives, functions, protocol, staffing, and activity guidelines for the respective assigned program.

County policies and procedures.

Principles and practices of program planning, implementation, and evaluation.

Methods and practices for recruiting and interviewing

Research techniques, data collection, analysis and report preparation.

Methods and practices for developing and presenting public information programs.

Principles and practices of record keeping.

Ability to:

Develop and implement program components and services.

Recruit, train and place volunteers.

Provide work coordination, direction, coaching and feedback to others.

Evaluate programs to determine their effectiveness in meeting goals and objectives and develop and implement program modifications.

Interpret and apply regulations, policies and procedures.

Maintain accurate records.

Gather, organize and analyze a variety of data and information

Write narrative reports, educational or promotional materials and other documents.

Communicate in a clear, concise manner both orally and in writing, tailoring the message to the intended audience.

Design and conduct effective and engaging presentations to the public

Establish and maintain effective working relationships with the individuals from a wide range of ethnic, cultural and socio-economic backgrounds, department staff, volunteers and representatives of outside agencies and community.

Handle sensitive and/or confidential information with discretion.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to sit for extended periods. Ability to frequently stand and walk. Ability to lift and move objects weighing up to 25 lbs. Ability to use digital camera equipment and modern office equipment including computers, copiers, printers, telephone, and FAX machine.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.