

## **COORDINATOR OF VOLUNTEER SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** This is coordinating work of a moderately complex nature involving a responsibility for developing and overseeing volunteer services to supplement the work of the Department of Social Services in the delivery of social services to agency clientele. The work is performed under the general supervision of the Commissioner of Social Services or other administrator. Supervision may be exercised over a large number of volunteers. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Recruits volunteers through community organizations, personal contacts and communication media;

Meets with agency staff to identify need and utilization of volunteer services;

Selects, trains and places volunteers and evaluates their performance;

Keeps time records for agency, state and workers' compensation files;

Develops a variety of materials and manuals including training manuals, public relations and recruiting materials, exhibits and displays as well as a newsletter;

Establishes and maintains contacts with local educational institutions;

Acts as liaison with community agencies and groups in relation to volunteer services to improve community understanding of social problems and the role of the agency;

Keeps records of, acknowledges and distributes a variety of donations of time, cash and materials in a number of programs which include clothing depots, weekly furniture and appliance pickups, campership program, holiday donations of cash, food, toys, etc.;

Keeps a variety of records and makes reports.

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

Good knowledge of the programs and services of the Department of Social Services which may utilize volunteer services; ability to establish and maintain cooperative relationships with others, especially volunteers and community groups; ability to initiate programs to assure the optimum use of volunteer services; ability to recruit and coordinate groups of volunteers; ability to maintain records and prepare oral and written reports; ability to communicate effectively, both orally and in writing.

### **MINIMUM QUALIFICATIONS:**

- (a) Graduation from high school or possession of an equivalency diploma and three (3) years of work experience which involved substantial public contact\* and
- (b) Two (2) years of full time paid or equivalent verified volunteer experience involving responsibility for planning, organizing or directing group activities.

**NOTE:** An Associate's degree may be substituted for two (2) years of the experience required in (a) above.

\*Public contact shall be defined as involving persuasion, negotiation, counseling and similar activities. The nature of the contact is such that it requires judgment on the part of the individual in dealing with or responding to another person.

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Competitive