

### Class Concept

Work in this class involves planning and directing a comprehensive volunteer services program. Positions consult with all program areas to plan, develop, and implement volunteer services programs to meet the needs of individuals, units, and departments. Positions are responsible for the recruitment, selection, training, and supervision of volunteers, although these functions may be delegated to subordinate employees. Solicitation of volunteer resources may include money and materials as well as people. Positions have contacts with community groups, local agencies, and the media in order to develop volunteer participation, solicit funds and resources, and provide public education regarding the institution.

Work is performed under general supervision and is evaluated through periodic reports and evaluation of overall program effectiveness.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Working knowledge of the disabilities and problems of the population served as well as the programs utilized in meeting the needs of the population.
- Working knowledge of community resources and available resources through community groups and foundations.
- Ability to plan, develop, and implement volunteer services programs and to evaluate these programs according to client needs.
- Ability to provide creative leadership, to establish priorities, and to make independent decisions.
- Ability to establish and maintain effective relationships with staff, volunteers variety of program disciplines, community and volunteer organizations, media, and the general public.
- Ability to speak effectively in public and express ideas clearly and in oral and written form.

#### Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and three years of experience in human services programs including at least eighteen months of experience in a volunteer services program in a hospital, State-operated residential program, or community program; or an equivalent combination of education and experience.