

VOLUNTEER SERVICES COORDINATOR

DESCRIPTION OF WORK

Work in this class involves solicitation and coordination of volunteer community services to patients/clients of State hospitals, mental institutions, mental retardation centers, and local agencies. In State hospitals or institutions, employees assist the volunteer services director in carrying out all aspects of a comprehensive volunteer services program, as well as having direct responsibility for specific components of the program. In local agencies, employees may coordinate a volunteer services program for limited program areas. Employees solicit community volunteers through public speaking engagements, tours, news media, and correspondence; orient volunteers to the program, population served, and work areas; and coordinate service resources with program needs. Considerable coordination and interaction with institutional staff members and work supervisors are required in determining current volunteer needs, and in making volunteer assignments to specific work areas or services. Duties include the planning and coordination of staff-volunteer activities for special events. Work is performed under general supervision of a volunteer services director or program director and is evaluated through oral conferences, observation of work, and written reports.

EXAMPLES OF DUTIES PERFORMED

Works with program staff and work supervisors in ascertaining patient/client and institutional/agency volunteer needs.

Seeks community involvement in volunteer services through lectures, news media, and correspondence; conducts hospital, institution, or center tours for potential volunteers.

Orients individual volunteers and volunteer groups to the volunteer services program and discusses work areas available; interviews, screens, and assigns volunteers to a particular area of service based upon qualification; keeps an individual application on each volunteer with records of assignments and hours worked.

Accepts, inventories, and coordinates the distribution of donations to patients/clients, such as clothing, jewelry, sundries, and cosmetics.

Plans and coordinates special events, such as parties, carnivals, holiday celebrations, and dances.

May write and edit newspapers, or pamphlets or brochures dealing with the volunteer services program for community distribution.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

Working knowledge of the characteristics of the population served.

Working knowledge of community resources.

Ability to establish rapport and work effectively with a variety of program disciplines and community organizations in order to coordinate and solicit volunteer services.

Ability to effectively communicate in oral and written form.

Minimum Education and Experience

Graduation from a four-year college or university; or graduation from high school and four years of work in volunteer services enabling the applicant to acquire the required knowledges, skills, and abilities.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.