

## VOLUNTEER SERVICES DIRECTOR II

### DESCRIPTION OF WORK

Work in this class involves planning and directing a comprehensive volunteer services program in a large State hospital or mental retardation center.

Employees consult with all program areas to plan, develop, and implement volunteer services programs to meet the needs of individuals, units, and departments. Employees 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 material as well as people. Employees 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.

### EXAMPLES OF DUTIES PERFORMED

Plans and develops volunteer services programs as well as individual jobs for volunteers which involves assessment of individual and program needs, through discussions with unit and program directors.

Develops policies and procedures for volunteer services and maintains reports to ensure on-going evaluation of the program.

Administers the budget for all volunteer services funds and donations.

Recruits, screens, trains, and supervises volunteers.

Prepares or supervises the preparation of public relations brochures, press releases, orientation manuals, handbooks, and other materials explaining volunteer services programs.

Contacts community groups and the media to develop and solicit funds and resources and provide public education regarding the institution.

Coordinates various institution-wide activities such as operation Santa Claus and Open House.

Supervises other staff in carrying out some of the above duties.

Performs related duties as required.

### RECRUITMENT STANDARDS

#### Knowledge, Skills, and Abilities

Knowledge of the disabilities and problems of the population served as well as the programs utilized in meeting the needs of the population.

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

Graduation from a four-year college or university and three years of experience in human services programs including at least eighteen months' experience in a volunteer services program in a hospital, mental institution, mental retardation center, or community program; or an equivalent combination of education and experience.