

## COUNTY OF SOLANO

### VOLUNTEER COORDINATOR

#### **DEFINITION**

Plans, organizes, coordinates and evaluates a program of volunteer services for a County department; performs related duties as required.

#### **CLASS CHARACTERISTICS**

This class is characterized by the responsibility for coordinating a volunteer service program. Duties include the interpretation, execution and recommendation of changes in policies established by the County department as well as participation in the development and recommendation of changes in policies and procedures related to volunteers.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from supervisory level staff.

Oversees the work of volunteer staff.

#### **EXAMPLES OF DUTIES** –*Duties may include but are not limited to the following:*

Coordinates and evaluates a volunteer service program; makes recommendations for changes to programs, policies or procedures as needed; implements new plans; assists with developing annual budget for volunteer program.

Works with department staff to develop tasks and duties for volunteers; provides assistance when requests are made for volunteer services; develops written descriptions for volunteer assignments; provides staff with training materials to work effectively with volunteers; evaluates volunteer assignments and makes changes as appropriate; evaluates program effectiveness.

Develops a general training program for volunteers; develops training materials; assists branch or division volunteer coordinators in developing on-site training programs; provides a basic level of training for volunteers.

Provides technical and functional oversight of volunteer staff; recruits, interviews, assigns and coordinates the services of volunteers; develops volunteer recognition program; acts as liaison between volunteers and staff; resolves problems with volunteers.

Attends meetings and workshops on volunteer services and related topics; promotes and publicizes volunteer program; distributes information to government officials, staff, other volunteer organizations, community groups, other departments and the media; utilizes community resources related to volunteers.

Compiles statistics and writes reports concerning volunteers and volunteer activities; analyzes data concerning volunteer work.

Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Public administration as it relates to personnel practices, supervision, office methods and procedures.

Volunteer programs and services.

#### **Skill to:**

Operate office equipment including a personal computer, copy and fax machines and printers.

#### **Ability to:**

Plan and effectively coordinate the work of others.

Train, guide and supervise the work of others.

Develop goals and objectives.

Evaluate program effectiveness.

Communicate both verbally and in writing on a variety of levels.

Coordinate tasks across departmental boundaries.

Discuss department policy with administration.

Communicate effectively with people of diverse socio-economic backgrounds and temperaments.

Organize and set priorities for work assignments.

Make presentations before groups.

Develop and implement operational procedures.

Understand program objectives in relation to departmental goals and procedures.

Communicate clearly and concisely, both orally and in writing; maintain accurate records and document actions taken.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work; secure cooperation and teamwork among professional and/or support staff.

Plan, coordinate and initiate actions necessary to implement policy and administrative decisions.

### **EXPERIENCE AND EDUCATION/TRAINING**

#### **Experience:**

Two years of experience coordinating or providing staff support to a volunteer organization.

#### **Education/Training:**

A Bachelor's degree is required from an accredited college or university, with course work in public administration or in an equivalent field may be substituted for one year of experience.

### **SPECIAL REQUIREMENTS**

Possession of, or ability to obtain, a valid Class C California driver's license may be required.

### **SUPPLEMENTAL INFORMATION**

Independent travel may be required.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.

**Environmental Factors:** Tasks are regularly performed without exposure to environmental adverse environmental conditions.

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Director of Human Resources

**Established Date:** August 1993

**Revised Date:** November 2002

**BOS Date:** June 30, 2003

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