

VOLUNTEER SERVICES COORDINATOR

KIND OF WORK

Professional coordination of volunteer services in a state institution.

NATURE AND PURPOSE

An employee in this class is responsible for the planning, development and administration of the program of recruitment, selection, orientation and use of volunteers and for evaluating the effectiveness of their work. Program supervision is received from the administrator, his/her assistant, or the institution community relations coordinator, but considerable latitude is allowed the employee in program development.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Advises and consults with community groups to establish and develop a volunteer program and to ensure full use of existing resources.

Recruits, interviews and screens volunteer workers to utilize their services to the best advantage.

Conducts orientation and training courses for volunteer workers so that volunteers understand the overall objectives of the hospital and are instructed in their particular area of service.

Confers with hospital staff members to ensure maximum use of volunteer workers in a coordinated program.

Speaks to civic, church and other interested community groups concerning the program and the needs of the hospital so that the groups understand and support the volunteer program.

Maintains records of volunteer participation and submits required reports to central office so that program effectiveness can be evaluated.

Acknowledges services and gifts so that proper appreciation is expressed.

Develops and maintains job descriptions of volunteer services and organizes a system for evaluating the quality of work performed by volunteers so that the most effective and efficient use of volunteer services is made.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Working knowledge of the methods used in developing a coordinated program of volunteer services.

Working knowledge of the principles and procedures used in the development and utilization of community resources.

Working knowledge of the hospital's policies and programs.

Some knowledge of the problems involved in the behavior of mental patients.

Ability to:

Ability to plan and administer a program of recruitment, screening, placement and training of volunteer workers.

Ability to integrate the volunteer services program with other programs in the hospital.

Ability to establish and maintain effective working relationships with hospital staff, volunteer workers and civic, church and other interested groups.

Ability to speak and write effectively.

Est.: 7/67 T.C.:
Rev.: 9/69, 10/77, 5/78

Former Title(s):