

VOLUNTEER PROGRAM SPECIALIST

FUNCTION OF THE JOB

Under direction, to recruit and retain volunteers for the continuous operation of departmental services, programs, and activities; to plan, coordinate, administer, and monitor the volunteer services program; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Evaluates needs for volunteers and creates volunteer positions and descriptions.
2. Develops, plans, and conducts comprehensive recruitment efforts to meet the department's need for volunteer services.
3. Designs and maintains recruitment and informational materials including, but not limited to, advertisements, mailings, brochures, articles, newsletters, internet site, and social media efforts.
4. Conducts oral presentations to promote public education and awareness of the need for volunteers to assist in the delivery of department services.
5. Interviews, evaluates, conducts background and reference checks, selects, and refers volunteers for assignment in the various department programs.
6. Develops and conducts training and orientation programs for volunteers and for staff who direct volunteers.
7. Manages/monitors volunteer activities and maintains on-going communication to assure retention, quality service, and appropriate volunteer placement.
8. Plans, develops, coordinates, and oversees volunteer projects, programs, and recognition events; researches, identifies, and recommends appropriate recognition activities for volunteers.
9. Maintains on-going communication and outreach with community agencies and organizations, churches, retirement groups, local radio stations, colleges, corporations, and other groups to develop resources for the volunteer program.
10. Establishes and maintains effective working relationships with volunteers, employees, community agencies, businesses, and the general public.
11. Serves as a resource for program staff; assists staff in dealing with volunteers and resolving conflicts or problems.
12. Assigns, directs, and schedules the work of volunteers in certain program areas.
13. Manages and authorizes regular expenses and purchases within budgetary allowances.
14. Prepares and maintains detailed records and reports on volunteer involvement, program expenses, recruitment sources, and other related activities.
15. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of the methods, techniques, and practices used to recruit, recognize, and retain volunteers.
2. Considerable knowledge of the various departmental activities, programs, functions, and services.
3. Considerable knowledge of community organizations and service groups and their functions.
4. Working knowledge of the emotional, psychological, and physical issues of the client population including the elderly, developmentally or physically disabled, economically disadvantaged, etc.
5. Working knowledge of computerized department program software, internet access, and database, spreadsheet, and word processing programs.
6. Ability to establish and maintain effective working relationships with volunteers, employees,

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

- community agencies, businesses, and the general public.
7. Ability to communicate effectively, both orally and in writing, and conduct effective presentations.
 8. Ability to effectively interpret and explain the volunteer program and other departmental services to individuals and groups.
 9. Ability to evaluate volunteer skills and abilities and appropriately place volunteers.
 10. Ability to identify and resolve problems and mediate disputes.
 11. Ability to plan, organize and coordinate a variety of work projects.
 12. Ability to prepare and maintain accurate and detailed records, reports, policies, and procedures.
 13. Ability to create and develop advertising and informational materials.
 14. Ability to make on-site visits.
 15. Ability to work independently and with little supervision.
 16. Ability to utilize word processing, database, spreadsheet programs, the internet, and social media outlets.
 17. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. High School Diploma or GED.
2. Two years of responsible post high school work experience in volunteer coordination or administration, public relations, fund raising, or in a community or service organization, or social service agency.
3. Post high school training from a recognized college or university with coursework in business administration, public relations, social services, marketing, or a closely related field may substitute for the work experience requirement on a year-for-year basis.