

Benchmark Title**VOLUNTEER COORDINATOR****Job Summary**

Oversees, implements and evaluates a volunteer program(s). Recruits, screens, selects, trains, places and supervises volunteers.

Key Duties and Responsibilities

1. Recruits, screens, interviews, selects and dismisses volunteers.
2. Assesses volunteer's skills and matches them to placement opportunities. Orients and trains volunteers for the program.
3. Places, supervises and evaluates program volunteers.
4. Oversees and evaluates the volunteer program; reviews policies and procedures and recommends changes to the supervisor. In conjunction with the supervisor, identifies volunteer staffing needs of the organization's programs.
5. Monitors, authorizes and allocates expenditures within the operating budget for the year and assists senior management in preparing the budget. Prepares and maintains related documentation.
6. Coordinates a reward/recognition program(s) for volunteers and special events for volunteers and clients.
7. Consults with community groups and professionals to identify trends and needs of the community. Maintains contact with community groups and volunteer organizations to promote interest, participation in and support for the program. Develops promotional materials.
8. Develops and maintains volunteer program statistics and reports. Maintains records of volunteer placements, hours, requests and concerns.
9. Communicates with agency staff regarding the volunteer programs. Acts as a liaison between staff, volunteers and clients.
10. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field or certificate in Volunteer Management.

Training and Experience

Two (2) years recent related experience, including volunteer management experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Volunteer Coordinator

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social services field	4	75
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion such as writing and keyboarding	2	14
4	Concentration – Sometimes reads and prepares program documents and reports; sometimes focus on budgets to monitor expenditures	4	33
5	Independence – Guided by program goals and objectives, applies accepted methods in different ways to implement and oversee daily operations of volunteer programs	5	71
6	Judgement – Assesses volunteer skills and program needs and chooses an approach using accepted methods to implement volunteer programs and evaluate volunteers	4	57
7	Leadership/Supervision – Plans and coordinates a variety of work assignments and determines training needs for volunteers; recruits, screens, interviews, selects and dismisses volunteers	4	80
8	Accountability – Work performed and decisions made have direct impact on both the volunteer programs and other programs; work is evaluated for conformity to agency policy	5	71
9	Communication – Facilitates the participation and joint effort of volunteers who are normally cooperative.	4	57
10	Care of Individuals – Work involves protection of clients through selection of appropriate volunteers	3	30
11	Environment/Working Conditions – Sometimes exposed to some undesirable working conditions in the form of time pressures to finish specific job tasks	3	25
Total Points			613