



Sample Position Descriptions for Managers of Volunteer Resources

AVA has gathered a number of **sample position descriptions** from AVA members in a variety of settings. While every organization needs to develop its own role description to meet its unique needs, criteria and format, we hope these examples will provide helpful guidance on wording and elements to be included.

Also available are **two articles** related to the role of volunteer resources manager that provide additional information and justification for relevant qualifications and responsibilities.

You are also encouraged to review the **core competencies** for the profession as identified by AVA. These outline the areas of knowledge, skills and abilities which are critical for the performance of effective volunteer resources management in most any organization or setting.

NOTE: AVA is always eager to have additional examples. If you feel your position description is especially well done and effective, and are willing to share it so that other colleagues may benefit, please send us a copy via e-mail.

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Pierce County Class Description

Classification Title/Department

Volunteer Services Manager

General Function

This is a professional, administrative, managerial, and coordinating position, involving work of a complex nature. An employee in this class is responsible for independently planning, directing, and administering a volunteer system to facilitate community involvement and to augment services integral to the functioning of the Juvenile Court. Work typically involves assessing organizational needs for volunteer services; designing and implementing programs accordingly; evaluating both volunteers and the overall success of the program; and public relations activities to recruit volunteers, donations, policy input and general cooperation.

Work directly affects the efficiency and adequacy of care and services to juveniles under the jurisdiction of the court. Work includes varied duties requiring different unrelated processes and work methods. The work requires making decisions that involve interpretation of considerable data; planning of the work; and refining approaches, methods and techniques to be used.

An incumbent is given considerable latitude to exercise independent judgment, initiative and resourcefulness in adapting existing policies and precedents to specific situations. Further, the incumbent is expected to develop new or improved techniques and methods of obtaining effective results and overcoming unusual problems.

Essential Functions

- Administer criminal justice volunteer program services.
- Administer Volunteer Services Office and supervise administrative support and volunteers.
- Assess Pierce County Juvenile Court needs for juvenile justice volunteers services. Research, recommend and develop volunteer program components. Responsible to determine agency needs, identify resources, plan programs and implement action plans. Identify, interview and manage volunteers for the court's juvenile justice volunteer program. Screen, train and evaluate criminal justice volunteers for job placements. Recruit, screen, place, train, supervise, evaluate and provide recognition of unpaid staff members. Maintain an up-to-date database of all pertinent information for the entire volunteer workforce.
- Ensure that all applicants to the juvenile justice Volunteer Services Program have ethical motivation and meet set standards of employment regarding a criminal history. Coordinate background security and identification for volunteers.
- Effectively place desirable volunteers in assignments which best utilize their skills and provide the best benefit to the institution and its residents.
- Train and orient paid staff to volunteers and integrate volunteers into an institutional environment. Orient staff to the purpose of the Volunteer Services Program and to acceptance and supervision of volunteers.
- Interpret Juvenile Court regulations for the general public in person and on the telephone.
- Design and implement orientation and training packages.
- Make presentations in the public and private sector. Gain citizen support and involvement in the court through public speaking. Meet with and speak to community organizations to gain support and participation for program goals.
- Provide supervision of, evaluation of, and consultation with professional staff in relationship to unpaid staff.
- Establish long and short-range Volunteer Program goals and objectives.
- Develop and maintain program records, reports, and statistics.
- Estimate, prepare and monitor program expenses.

- Develop, review and implement policies and procedures for the overall functioning of the Volunteer Services Program. Establish and maintain institutional policies and procedures for use of unpaid staff in the Pierce County Juvenile Court.
- Responsible to exceed the national minimum standards for volunteer programs as prescribed by the Association for Volunteer Administration.
- Evaluate Volunteer Services Program effectiveness.
- Develop processes for volunteers to evaluate their placement and staff to evaluate their volunteers.
- Assure program compliance with local, state and federal regulations, as well as those programs that contract for the placement of volunteers at the Juvenile Court, i.e. RSVP, Foster Grandparent Program, the Division of Vocational Rehabilitation (DVR), the Department of Social and Health Services (DSHS) and colleges.
- Compile, write, and regularly update the Juvenile Court Volunteer Program Manuals.
- Responsible for negotiating contracts with schools and colleges for placement of interns and practicum students.
- Solicit, receive, and acknowledge donations to the Juvenile Court.

Other Job Functions

- Coordinate fundraising for volunteer recognition and special equipment used exclusively by volunteers.
- Plan, write and produce visual aids for community presentations, i.e., slide shows and video productions.
- Schedule and arrange community tours of the Juvenile Court facility.
- Schedule and facilitate court observations for interested community members.
- Develop and maintain community outreach efforts with various agencies and organizations.
- Create and maintain networks with other agencies in the community.
- Plan and direct office functions including supplies and clerical staff.
- Prepare and submit statistical and narrative reports pertaining to the Volunteer Services Program.
- Plan, solicit articles for, compile and edit the quarterly agency newsletter.
- Represent the Pierce County Juvenile Court at meetings and conferences pertaining to the volunteer program.
- Serve on community boards as they relate to the quality of the court's volunteer program.

Knowledge, Skills and Abilities

- Knowledge of the principles and practices of volunteer program management.
- Knowledge of the principles and practices of supervision.
- Knowledge of the principles and practices of public administration.
- Knowledge of personnel management.
- Knowledge of the methods and techniques used in interviewing and counseling individuals.
- Knowledge of the operation of the laws and procedures pertaining to the juvenile justice system.
- Knowledge and understanding of the Pierce County Juvenile Court's goals and objectives.
- Ability to manage a work schedule with varying demands outside a regular workday.
- Ability to clearly explain roles and responsibilities to individuals and groups.
- Ability to work with diverse personnel and provide diversity in the workplace.
- Ability to establish and maintain effective and harmonious working relationships with Juvenile Court staff and management to promote and support the Volunteer Services Program.
- Ability to communicate effectively, both orally and in writing.
- Ability to effectively plan, coordinate and monitor the work of paid and unpaid professional staff as it relates to the court's volunteer program.
- Ability to analyze administrative problems and to make sound policy and procedural recommendations.
- Ability to establish and maintain effective and harmonious working relationships with county officials, employees, volunteers and the general public.
- Ability to manage multiple and diverse projects.

- Ability to effectively handle difficult interpersonal situations, including tactfully handling angry and upset individuals and facilitate terminations of volunteers, when necessary.
- Ability to maintain composure in stressful situations.
- Ability to effectively use community resources.
- Ability to determine training needs of individuals.
- Ability to prepare training materials.
- Ability to evaluate the effectiveness of training.
- Ability to plan, schedule and conduct orientations, meetings, trainings and public presentations.
- Ability to analyze data.
- Ability to coordinate with other county government volunteer programs, task forces and advisory committees.
- Ability to coordinate with community agencies.
- Ability to physically perform the essential job functions.
- Ability to meet the travel requirements of the position.

Recruiting Requirements

Graduate from a four-year college or university with major course work in volunteer management, communications, sociology, psychology, human resources, social services, public administration, or a related discipline and two years experience in work relating to the duties of the position.

Calgary Regional Health Authority Job Description

Job Description Number:

Working Title: Manager – Volunteer Resources

Classification Title: MANAGER

Site: Acute Care (FHH, PLC, RGH, ACH)

Department/Program: Volunteer Resources

Supervisor: Senior Operating Officer, Acute Care

Bargaining Unit: Exempt

Date: April 1998

Position Summary

Under direction of the Senior Operating Officer, Acute Care, and within the context of the Volunteer Resources Management Team, this position is responsible for the administration, planning, development, implementation and evaluation of volunteer programs within Acute Care.

Key Responsibilities

- Works with Volunteer Resources Management Team to address and act upon issues affecting the administration of volunteer resources within Acute Care.
- Working with site management, develops, implements, ensures compliance with, reviews and evaluates volunteer resources policies and procedures.
- Ensures development and implementation of statistical record keeping system to monitor staff and volunteer workloads and outcomes.
- Prepares and maintains department budgets; monitors usage and approves supply requisitions; identifies areas of financial concern and forecasts change.
- Develops, implements and reviews quality assurance processes.
- Responsible for hiring, orientating, supervising, scheduling, appraising, disciplining and dismissing department staff.
- Responsible for the development and management of volunteer retail shops ensuring a positive climate within approved purpose and goals.
- Responsible for the effective management of volunteers including recruitment, interviewing, placement, training, supervision, discipline, evaluation and recognition.
- Provides leadership and guidance in the development and evaluation of volunteer programs.
- Facilitates volunteer leadership development and volunteer feedback for department planning and policy development.
- Promotes and advocates a healthy supportive work environment for volunteers.
- Participates in site and regional committees; acts as the chairperson on a rotating basis for Volunteer Resources Management Team.
- Serves as a representative for the CRHA, liaises with community organizations, other RHA's and health care groups.
- Encourages and supports opportunities for professional growth through continuing education for staff and volunteers.

Supervision

Received: Direct: Senior Operating Officer, Acute Care

Indirect:

Given: Direct: Coordinators, Supervisors, Secretary(ies),
Volunteer Resources, Volunteers

Indirect: Volunteers

Qualifications (Minimum Required)

Formal Education

- Post secondary education and/or approved Certification in Volunteer Management.

Experience

- Minimum of 5 years managerial experience required
- Experience as a volunteer required
- Previous health care experience desired

Knowledge, Skills, Abilities

- Motivational and team building skills required
- Critical thinking, strategic planning and problem solving skills required
- Strong communication skills required
- Well-developed and proven management skills required
- Strong interpersonal skills required
- Demonstrated knowledge and appreciation of the community and the Voluntary Sector required
- Computer literacy required

Contacts (Please indicate nature of contact as well as the position titles)

Internal: Communicates and collaborates with all levels of management and staff within the organization regarding volunteer activity; volunteers; general public; may be provided on a one-on-one or group basis.

External: Community volunteers and organizations, RHA and health care facilities, professional associations and members of the general public; may be provided on a group or one-on-one basis.

Changes Since Last Submission

Authorization

Supervisor _____ Date _____

Incumbent _____ Date _____

Human Resources _____ Date _____

Calgary Regional Health Authority Job Description

Job Description Number:

Working Title: Coordinator

Classification Title: COORDINATOR

Site: Acute Care (FHH, PLC, RGH, ACH)

Department/Program: Volunteer Resources

Supervisor: Manager, Volunteer Resources

Bargaining Unit: Exempt

Date: January, 1997

Position Summary

Under the direction of the Manager, Volunteer Resources, and within the context of the volunteer resources site team, this position is responsible for the development, implementation, maintenance and evaluation of a site-specific process for the management of volunteers and volunteer programs which responds to the vision and mission of the Acute Care Sector.

Key Responsibilities

Within established guidelines:

- Develops, implements, maintains and evaluates site volunteer programs.
- Develops volunteer assignment guides for approved volunteer positions in collaboration with relevant hospital personnel.
- Develops and implements recruitment strategies for both targeted and general recruitment; interviews potential volunteers through a formal interviewing process; screens potential volunteers through appropriate reference and security checks, and ensures health screening through Occupational Health.
- Selects and places volunteers according to site needs and suitability of the volunteers; conducts orientation programs to prepare site volunteers to effectively perform their duties in accordance with site and volunteer resources policies and procedures; ensures assignment specific training of volunteers.
- Monitors volunteer performance and compliance with roles, responsibilities and policies through communication with volunteers and staff, observation as appropriate, and/or formal evaluation process; determines appropriate performance management measures; develops and implements formal and informal volunteer recognition strategies.
- Educates staff about volunteer programs and the effective utilization and supervision of volunteers.
- Develops and implements formal and informal recognition strategies to acknowledge staff for their work with volunteers.
- Participates as a member of the volunteer resources team in the design and implementation of strategic plans, policies and procedures, Quality Assurance and Risk Management programs.
- Maintains appropriate volunteer records and statistics; prepares regular reports and analysis based on workload activities.
- Interacts in a positive and professional manner with both internal and external publics; serves on internal or external committees and organizations as appropriate.
- Participates in professional development activities as appropriate.
- Provides support and/or relief to other positions in volunteer resources as required.
- Performs other duties as required.

Supervision

Received: Direct: Manager, Volunteer Resources
Indirect:
Given: Direct: Volunteers
Indirect:

Qualifications (Minimum Required)**Formal Education**

- Post secondary degree in human resource development or a related degree or professional designation; or an equivalent combination of experience, education and training in volunteer resource management.

Experience

- Minimum 2 years supervisory or management experience required; previous volunteer management experience desired.
- Experience as a volunteer required.
- Experience working in a health care setting is desired.

Knowledge, Skills, Abilities

- Excellent communication and interpersonal skills required.
- Effective leadership and team building skills required; ability to work with a wide variety of individuals by using tact, diplomacy and flexibility required.
- Ability to work independently within the context of the team required.
- Good organizational and supervisory skills required; ability to work under stress required.
- Critical thinking and problem solving skills required.
- Cross-cultural sensitivity required.
- Basic computer skills required.

Contacts (Please indicate nature of contact as well as the position titles)

Internal: Communicates/liases with all levels of staff within the organization in response to volunteer program issues; volunteers and general public; may be provided on a one-to-one or group basis.

External: Other volunteer and community agencies, professional associations and members of the general public; may be provided on a one-to-one or group basis.

Changes since Last Submission**Authorization**

Supervisor _____ Date _____

Incumbent _____ Date _____

Human Resources _____ Date _____

Long Term Treatment Volunteer Services Coordinator

Duties and Responsibilities

- Planning, initiating, promoting, facilitating and evaluating volunteer services in activities such as foster care and other public outreach programs.
- Assessing and analyzing the need for volunteer services and taking administrative actions necessary to establish and maintain volunteer services programs.
- Interviewing and recruiting volunteers for activities to improve service delivery within the agency.
- Receiving all volunteer applications and obtaining background investigations, finger prints, criminal history/CPS record checks.
- Developing a marketing plan for recruitment of volunteers, including production of written informational and educational materials which communicate pertinent volunteer services program objectives.
- Establishing and maintaining effective working relationships with community groups and ancillary agencies, and presenting informational and educational programs for their adoption.
- Monitoring, scheduling, and evaluating volunteers' work performance, reporting current work development and program accomplishments to heads of departments and offices, and suggesting program improvements.
- Orientating and training volunteers in their respective roles, and training program staff in appropriate use of volunteer services covering subjects such as health maintenance, educational opportunities, and security measures.
- Establishing and implementing plans for recognizing volunteer services, and evaluating the effectiveness of the volunteer programs.
- Preparing job descriptions for volunteers.
- Maintaining records and files on all volunteers.
- Coordinating and implementing plans for agency fundraising events: i.e., Adopt a Family and Thanksgiving baskets.
- Establishing and maintaining effective working relationships with area newspaper, radio and television to publicize social services needs and successes.
- Other duties as assigned.

City of Alexandria Class Specification Volunteer Services Coordinator

Distinguishing Characteristics of the Class

The work of this class consists of responsibility for coordinating the utilization of volunteers in city-wide programs for providing social services to qualified citizens, Mental Health, Mental Retardation and Substance Abuse programs, or needed human services for persons in detention who are accused of criminal offenses or convicted of crimes. It involves assessing needs, planning, promoting, recruiting, orientating, facilitating, training, and evaluating volunteer services in activities such as foster care and other public outreach programs or in correctional services, etc. The work is performed under general supervision of a Social Worker Supervisor, Director of Consultation and Education, or Deputy Sheriff Captain. Written guidelines are generally available and have direct application to the work itself.

Illustrative Examples of Work

- Develops and recommends standards and plans for the volunteer social services programs, Mental Health, Mental Retardation and Substance Abuse services programs, or programs for services to inmates in custody of the sheriff.
- Acts as community resource contact for the Mental Health and facilitates entry of foreign born minority groups in the center.
- Plans the organization of and facilitates weekly acculturation discussion groups with foreign-born adults.
- Assesses and analyzes the need for volunteer services and takes administrative actions necessary to establish and maintain volunteer services programs.
- Interviews and recruits volunteers for activities such as foster care of children, inmate services, leisure time activities, education, counseling, and drug/alcohol rehabilitation services.
- Receives all volunteer applications and obtains background investigations, fingerprints, photographs and criminal history record checks.
- Develops a marketing plan for recruitment of volunteers, including production of written informational and educational materials that communicate pertinent volunteer services program objectives.
- Establishes and maintains effective working relationships with community groups and ancillary agencies, and presents informational and educational programs for their adoption.
- Monitors, schedules, and evaluates volunteers' work performance, reports current work developments and program accomplishments to heads of departments and offices, and suggests program improvements.
- Orients and trains volunteers in their respective roles, and trains program staff in appropriate use of volunteer services covering subjects such as health maintenance, educational opportunities, security measures and detection of contraband.
- Establishes and implements plans for recognizing volunteer services, and evaluates the effectiveness of the volunteer program.
- Coordinates with all appropriate local, state and federal agencies vis-à-vis mutual interests in programs being conducted.
- Prepares job descriptions for volunteers.
- Maintains records and files on all volunteers.
- Assures compliance with all relevant national standards.
- Performs related work as required.

Essential Knowledge, Skills, and Abilities

Good knowledge of public and private service agencies, and of law enforcement and correctional organizations; good knowledge of volunteer service program development; good knowledge of current social, correctional, law enforcement, economic and health problems; good knowledge of community, group and individual behavior, and their relationships and interactions; ability to supervise, train, recruit and evaluate volunteers; ability to communicate clearly and effectively, both orally and in writing; and

the ability to work effectively with the public, volunteers, community organizations and ancillary agencies.

Minimum Requirements

Some experience in planning, developing, and administering a volunteer services program including recruitment, training, and supervision of volunteers in a pertinent social services, mental health or correctional work situation; and completion of college level courses in psychology, sociology, counseling, and personnel administration; or any equivalent combination of experience and training which proves the required knowledge, skills and abilities.

Additional Requirements

None noted.

Federal Bureau of Prisons Institution Volunteer Coordinator Position Description

This position is located within each institution of the Federal Bureau of Prisons. Institutions provide a wide range of programs to support the reintegration process of offenders into society. Many of these programs are supported through the use of citizen participation. In addition, inmates are encouraged to maximize training and opportunities to provide valuable community service. Staff throughout the agency is encouraged to volunteer hours of community service within adjacent communities. This position supports the oversight of each of these areas.

Major Duties

Along with all other correctional institution employees, incumbent is charged with responsibility for maintaining security of the institution. The staff correctional activities are paramount and precede other duties and responsibilities required by this position. Incumbent regularly performs as a law enforcement officer during required training, emergency situations, staff shortages and under any other type of correctional operating crisis.

Specific correctional responsibilities include custody and supervision of inmates, responding to emergencies and institution disturbances, participating in fog and escape patrols and assuming correctional officer posts when necessary. Incumbent may be required to shake down inmates and conduct visual searches in their work or living area for contraband. Incumbent must be prepared and trained to use physical control in situations where necessary, such as in fights among inmates, assaults on staff, and riots or escape attempts.

- Incumbent serves as an Institution Volunteer Coordinator for the Federal Bureau of Prisons, reporting to the Associate Warden of _____ within the institution. The incumbent works closely with staff to assist in the development and maintenance of the volunteer and Citizen Participation Programs to encourage partnerships with community members, public service organizations, and other agencies to expand the total volunteerism program within the Federal Bureau of Prisons.
- Incumbent will implement the procedures set forth by the BOP Program Statement entitled, "Volunteers and Citizen Participation Programs" and any related institution supplements.
- Incumbent initiates, completes, reviews and ensures all security procedures (name check, fingerprints, NCIC) are completed for all program volunteers.
- The incumbent maintains frequent communication with the Regional Volunteer Administrator, Institution CEO, Program Managers and Affirmative Action Committee within the institution. Incumbent works with each of these staff in areas of recruitment, identifying areas in which volunteers may be used commensurate with the demographics and special needs of offenders housed at that facility.
- Incumbent develops and conducts initial and annual training programs for volunteers including the mandatory topics listed in the "Volunteers and Citizen Participation Technical Reference and Program Manual."
- Incumbent maintains the Office Volunteer File (OVF) for the volunteers which shall include information related to each volunteer's background investigation, training dates and other pertinent information.
- Incumbent works with Executive Assistant or designated staff in the submission of data for the Executive Staff Module.
- Subject to CEO approval and security, incumbent is charged with development of strategies and programs that will enhance and promote staff and inmate volunteerism within the institution and local community, as applicable.
- Incumbent assists with training programs that sensitize BOP staff to the use and value of volunteers in institution programs.

- Pursuant to guidelines issued by the Department of Justice, incumbent will provide oversight of the donation of the institution's used computer equipment to eligible schools and non-profit organizations.
- Incumbent will provide budget oversight for the M547.
- Incumbent is responsible for developing a strategic plan for the institution volunteer and Citizen Participation Program which will coincide with the agency's strategic objectives.
- Incumbent is charged with the development of an annual recognition program for citizen volunteers.
- Incumbent is charged with assisting in the development of relationships with internal and external constituencies who have an interest in citizen participation and community partnerships. The incumbent does this by facilitating communication between the agency and public service organizations, community-based organization, the public and other agencies and organizations, as well as within the agency, using a variety of personnel, telephone, written, SENTRY e-mail, and other communication strategies. These duties require frequent and timely contact with bureau staff to assure a consistent message is being portrayed to the public.
- Incumbent assists in the national development of various volunteer and citizen participation publications by submission of information and articles approved by the CEO to include in the "Volunteer Views" and "Volunteer Today" publications.
- This secondary position's prerequisite experience was gained in a primary position which has a maximum initial appointment age of 37 as set by section 103 of Public Law 100-238.
- The incumbent may be called on to perform as a law enforcement officer in a correctional environment during training, emergency situation, and time of staff shortages. Such assignments will involve frequent and direct contact with inmates and subjects the incumbent to arduous, adverse and stressful working conditions.
- A prerequisite of this position is the completion of "Institution Familiarization," and completion of a mandatory course in "Introduction to Correctional Techniques." The training emphasizes self-defense, firearms, security, hostage situations, suicide prevention, and CPR.

Other Significant Factors

Factor 1 – Knowledge Required by the Position

- Knowledge of federal and state criminal laws to the extent necessary to recognize when violations of law occur and when individuals violating these laws must be placed under arrest.
- Basic understanding of the fundamentals of public service and volunteerism. General knowledge of the application of volunteer programs as a programmatic component in government agencies.
- Must have the ability to make sound decisions in emergency situations where the decisions could result in severe consequences such as loss of life or destruction of property. Subsequent review and challenge could result in personal sanctions and legal liability, both civil and criminal.
- Incumbent is required to be skilled in the use of self-defense and in the use of firearms such as the shotgun, assault rifle, pistol and revolver. Annual certification is mandatory in order to maintain employment. This requirement must be met even if this authority is granted on an intermittent or situational basis.
- Knowledge of existing Bureau of Prisons' Program Statements, Operation Memorandums and other guidelines that govern volunteer programming. A complete understanding and working knowledge of the "Volunteers and Citizen Participation Programs Manual" and its Institution Supplement. Skill in implementing and monitoring compliance with policy directives/guidelines.
- Ability to assimilate, analyze and interpret information and complex issues and create a working Institution Supplement for volunteers.
- Interviewing skills to assist in assessing the suitability of volunteers to serve in the institution.
- Knowledge of available resources within the local community and skill to develop their participation in institution programs.
- Skill in operating a typewriter and personal computer with WordPerfect software. Ability to use SENTRY and the JUST terminal to run NCIC checks.
- Incumbent must have experience as a law enforcement officer in a correctional facility that included primary responsibility for the detention, direction, supervision, inspection, training, employment, care, and transportation of inmates incarcerated in these facilities.

- Incumbent must have a thorough knowledge and understanding of the mission and goals of the Bureau of Prisons.
- Incumbent must have knowledge of the variety of institution, inmate populations and resulting problems presented by the various combinations in order to effectively carry out primary responsibilities of directing and evaluating operating programs in field situations.

Factor 2 – Supervisory Controls

As Volunteer Coordinator, the incumbent functions under the direct authority of the Associate Warden of _____. The incumbent's effectiveness depends on initiative, judgment and satisfactory working relationships with inmates and institution staff who have an interest in citizen participation and community partnerships. Work is reviewed for sensitivity and professionalism in working with diverse individuals and groups, for conformance to bureau policy and for ability to operate within budgetary and time constraints.

Factor 3 – Guidelines

- Incumbent uses Bureau of Prisons' Program Statements, Operations Memoranda and other information which govern volunteer programs.
- Numerous objectives and goals are established and updated frequently in response to changes within the inmate population and the directives of the Bureau of Prisons.
- Incumbent must be thoroughly familiar with existing guidelines and be able to determine which guidelines are applicable to particular problems.

Factor 4 – Complexity

- The work involves locating and providing community resources for all institution programming that is approved for volunteer participation. This means that the incumbent must develop relationships with various community groups.
- The incumbent must have the ability to draw together individuals from a wide range of backgrounds of effective service in volunteer programs. He/she must be able to work with staff and inmates to overcome barriers to citizen participation and volunteerism in the institution.
- Security concerns that are inherent in a correctional environment further increase the extent and nature of complexity. Incumbent has direct and frequent daily contact with inmates. In addition to regular duties, incumbent is responsible for maintaining security of the institution through observation of inmate behavior, maintenance of discipline, and counseling of inmates on institutional and personal problems. Security concerns are a regular and recurring part of the job.
- The incumbent may be required to consider differences in courses of action, to modify existing practices or to develop innovative approaches to unique missions found in the institution.
- Incumbent must be able to explain in detail the varied aspects of the Bureau of Prisons to new volunteers in terms that are easily understood.

Factor 5 – Scope and Effect

The purpose of the work is to provide a service to the inmate population and the agency itself. The effectiveness of the incumbent's performance directly impacts on this facility's ability to have ongoing volunteer programs that enhance the quality of the environment provided to the inmate population. Work that is correctly and expeditiously processed serves to promote a healthy relationship between all applicable departments, employees, community and inmates.

Factor 6 – Personal Contacts

Incumbent has direct and frequent contacts with inmates, and through these contacts, may impact their attitude and behavior. Contacts are with all levels of the institution staff, Regional and Central Offices, outside applicants, public and private agencies, colleges and universities, and other federal agencies. Incumbent is considered an expert source of information and advice regarding the programs of recruiting and establishing programs with the use of volunteers.

Factor 7 – Purpose of Contacts

Contacts with inmates are primarily to attempt to change their undesirable attitudes and behavior patterns towards socially acceptable behavior and to establish positive correctional attitudes. Incumbent has frequent opportunities to influence the attitudes and behavior of inmates by gathering information enabling better community programs through outside contacts.

Factor 8 – Physical Demands

- This position is located in an office setting in a correctional environment. The work is primarily sedentary. Walking is required in order to monitor and visually inspect the volunteer programs, building and grounds as needed.
- Occasional trips to community meetings, conferences and other events are required. Movement of light or moderately heavy objects and office supplies may be required as well as some stooping and bending.

Factor 9 – Work Environment

The duties of this position require frequent direct contact with individuals in confinement who are suspected or convicted of offenses against the criminal laws of the United States. Daily stress and exposure to potentially dangerous situations, such as physical attack, are an inherent part of this position. Consequently, it has been designated as a law enforcement position. Accordingly, the incumbent is covered under the special retirement provisions for law enforcement officers contained in Chapters 83 and 84 of Title 5, United States Code.

Bronson Methodist Hospital
Kalamazoo, Michigan

Job Title: Volunteer Services Manager
Job Class: 2402
Department: Volunteer Services (33500)
Responsible To: Human Resources Vice President
Evaluated By: Human Resources Vice President
Date: 06/01/89, 11/30/94, 02/01/95
Revise Date: 01/01/96

Job Description

Position Summary

Reports to the Vice President of Human Resources, is responsible for the planning, coordination and direction of the Volunteer Services Department which augments those services provided by the hospital staff. Actively recruits, interviews, assigns, trains, counsels and evaluates volunteers and the volunteer program. Maintains volunteer service records and supplies references upon request. Plans and implements recognition programs. Assesses volunteer service capabilities and hospital needs; develops, implements and integrates new volunteer services according to identified needs.

Qualifications

- Bachelor's degree in social sciences or appropriate field or Certified Volunteer Administrator required.
- Three to five years experience in volunteer administration with specific evidence of management skills required.
- Demonstrated skills in community relations, human relations, administrative and human resource functions required.
- Must successfully complete hospital and unit specific orientation.
- High aptitude in communication (oral and written) skills (in English).
- High aptitude in organizational skills.
- Basic skills in WordPerfect 5.1
- Planned and organized one major event (i.e., recognition).

Working Conditions (A.D.A)

Environmental

Works in a clean, well lighted and temperature controlled environment.

Physical

- Uses telephone frequently to receive and relay information
- Processes volunteer records
- Able to enter and retrieve data from computer system.
- Able to make frequent rounds to volunteers' workstations (requires walking, stooping, standing, carrying, sitting, and pushing/pulling a cart or wheelchair).
- Able to perform fine motor skills.
- Lifts, carries, pulls and pushes objects up to 50 pounds.

Cognitive

- Ability to maintain confidentiality of sensitive information.
- Ability to perform leadership, managerial, organizational, decision-making activities.
- Ability to maintain positive customer service.
- Ability to communicate (written and orally) in an easily understood, grammatically correct manner, in English.

- Communicate effectively with volunteers.
- Conduct efficient interviews.
- Ability to mediate conflict.

Interpersonal Requirements

The Volunteer Services Manager must be able to work as a team member and effectively communicate with patients, visitors, physicians, employees, retirees, volunteers and prospective volunteers.

Job Responsibilities

- 25% Develops and implement recognition for volunteers.
- 25% Evaluates effectiveness of current and future volunteer opportunities.
- 20% Analyzes, organizes, and evaluates prospective volunteer process and record keeping.
- 5% Manages department budget and seeks out the most cost-effective and efficient methods of materials and supplies.
- 5% Develops and provides a positive work climate for the department.
- 5% Evaluates performance of paid staff in the department.
- 5% Provides ongoing communication for and about volunteers.
- 5% Demonstrates adherence to Statement of Values.
- 5% Assumes responsibility for professional development.

Documentation Standard

The Volunteer Services Manager is responsible for complete and accurate documentation of all records in the Volunteer Services Department.

- Keeps appropriate documentation of volunteer personnel records.
- Regularly provides accurate and complete information to vice president and appropriate departments.
- Communicates information on volunteer efforts for “Healthlines” at least four times a year.

Judgment/Decision-Making Standard

The Volunteer Services Manager is responsible for good judgment in meeting the needs of the department and the organization.

- Follows current department policies and procedures.
- Uses judgment to evaluate different situations and responds appropriately.
- Maintains appropriate confidentiality.
- Prioritizes the management of multiple tasks.
- Interprets organization’s needs for volunteer service.
- Uses diplomacy in dealing with difficult situations.
- Uses intuitive knowledge to recognize a situation and zero in on a problem quickly and respond appropriately.
- Communicates in a positive manner consistent with Bronson’s organizational vision and values.
- Manages Volunteer Services Department expenses prudently.

Technical Skills Standard

The Volunteer Services Manager will acquire the necessary skills to function effectively in this position. Skills will be maintained and enhanced over time.

- Demonstrates ability to proficiently use the word processing system.
- Demonstrates ability to complete assigned tasks within deadline.

Teamwork Standard

The Volunteer Services Manager will participate as a team member in meeting the needs of the Volunteer Services Department. Team building behaviors such as conflict resolution and assisting others are expected.

- Maintains positive rapport with others to achieve Volunteer Services Department goals.
- Is sensitive and supportive of team members’ workload needs and is flexible in meeting needs.

- Delegates appropriately to team members.
- Seeks resolution of personnel conflict resulting in positive outcomes.
- Facilitates team building with volunteers.

Productivity Standard

The Volunteer Services Manager maintains a level of productivity that supports efficient, high quality, cost-effective functioning of the department.

- Independently prioritizes workload.
- Consistently meets deadlines.
- Able to identify need for change and independently initiates the problem-solving process.
- Returns all messages promptly.
- Processes prospective volunteers efficiently.
- Processes in-kind gifts to the hospital efficiently, including appropriate thank you notes.
- Updates roster quarterly.
- Recruits and retains volunteers for new and existing programs, maintaining an acceptable staffing level in all service areas.
- Volunteer recognition is high quality and both formal and informal (i.e., dinner, personal, notes, remembering names, etc.)
- Manages the CommuniCall system efficiently.

Quality Network

- Adapts to change and is supportive of the change process.
- Identifies need for change.
- Participates in problem-solving process, voicing positive and negative opinions constructively.
- Participates in the TQI process.

Communications Skills Standard

The Volunteer Services Manager consistently demonstrates effective interpersonal relationships as they relate to “One-on-One” and “Telephone” standards with co-workers, management, employees, visitors, patients, physicians and volunteers.

- Represents Bronson and the Volunteer Services Department in a positive manner.
- Treats others with respect and dignity.
- Responds diplomatically in difficult situations.
- Is sensitive and responsive to others’ needs and concerns.
- Explains department policies and procedures to volunteers and answer questions.

Professional Growth Standard

The Volunteer Services Manager is responsible for professional behavior and growth.

- Attends all department meetings and actively participates.
- Meets all hospital requirements for employment (physical, TB test, mandatory JCAHO and OSHA in-services).
- Meets all department requirements for employment.
- Attends internal training as required.
- Attends various seminars as budget allows.
- Demonstrates accountability for own actions.
- Keeps current in volunteer management.
- Maintains membership in a professional organization related to volunteer management.
- Conducts volunteer in-services as appropriate.

Job Description

Position Title **Volunteer Supervisor**
Supervisor **Army Community Service (ACS) officer**
Goal/Objective

Objective. To serve as the point of contact (POC) for the development and coordination of volunteer activities within Army Community Services.

Goal. To incorporate volunteer services in a manner which will be mutually beneficial to the volunteer, ACS and the community.

Description of Duties

Program Planning and Administration

1. Develop volunteer program goals and objectives based on overall agency goals and objectives, and the duties as described in this job description.
2. Determine overall volunteer program policies and procedures in conjunction with the ACS officer.
3. Participate in the identification of community needs and the development of new programs to meet those needs.
4. Design volunteer assignments in coordination with program coordinators.
5. Review all volunteer job descriptions for appropriateness and compliance with regulatory guidance.
6. Ensure that all programs that use volunteer services have written operating procedures.
7. Consult with program coordinators concerning the selection of committee chairpersons and appoint agreed upon candidates.
8. Advocate for volunteers by representing their point of view to the agency.
9. Attend all regularly scheduled staff meetings.
10. Ensure volunteer records are kept in accordance with regulatory guidelines.
11. Provide statistical data on volunteers as required.
12. As funding allows, attend various ACS and volunteer management conferences and workshops, such as those sponsored by the Department of Defense (DoD); Headquarters, Department of Army (HQDA); and Major Commands (MACOMs) to discuss with other paid and volunteer government staff issues affecting volunteer participation in the development, implementation, and evaluation of family support programs.

Recruitment and Public Relations

1. Plan recruitment strategies in coordination with the Installation Volunteer Coordinator (IVC).
2. Handle public speaking engagements and represent the agency as requested to further community ties.
3. Establish and maintain effective liaison with key volunteer leaders and command spouses in the community.

Interviewing, Screening and Placing

1. Develop interviewing, screening and placement procedures for volunteer applicants who come directly to ACS.
2. Develop procedures for handling referrals from the IVC and coordinate these procedures with the IVC.

Orientation and Training

1. Develop an orientation program for all volunteers, and work with program coordinators to ensure that all volunteers have appropriate initial and ongoing job training.
2. Participate in the orientation of new paid staff.
3. Assist in identifying and, where appropriate, developing in-service training.

Supervision and Evaluation

1. Maintain effective communication with those who directly supervise volunteers to ensure volunteers are adequately supervised and appropriately utilized.
2. Advise and counsel volunteers on job placements and opportunities, and problems that may arise between paid and volunteer staff.
3. Plan and develop procedures to evaluate volunteer placements by both supervisor and volunteer.
4. Develop procedures for terminating volunteers.
5. Supervise volunteers who work in volunteer corps administrative support areas.

Motivation and Recognition

1. Ensure ongoing volunteer motivation and appreciation efforts exist.
2. Periodically initiate and plan formal agency recognition activities in coordination with the ACS officer.
3. Encourage the development of volunteer leadership potential and opportunities.

Time Required

The volunteer supervisor will normally serve for one year. The term may be renewed by mutual agreement of the ACS officer and the volunteer.

A realistic determination of the required time commitment per week should be made. Normally a minimum of eight and a maximum of 20 hours per week in the office is required. The actual schedule can be quite flexible, if coordinated with an assistant supervisor.

Qualifications

- ✦ Previous knowledge of and experience with ACS programs, or previous experience as a supervisor in some other family support agency.
- ✦ Skill in effectively communicating with groups and individuals to motivate participation and enhance information exchange and staff coordination.
- ✦ Skill in supervising the work of others to promote personnel and program effectiveness.
- ✦ Demonstrates an ability to communicate effectively orally and in writing.
- ✦ Basic knowledge of the military structure and local command.

Training

- ✦ Installation ACS orientation program, if not previously attended.
- ✦ A copy of AR 608-1 Army Community Service Program.
- ✦ Volunteer supervisor job description.
- ✦ Instruction on non-appropriated fund budget policy and procedures for ACS volunteer recognition and awards.

Supervision and Evaluation

- ✦ It is advisable for the volunteer supervisor to meet with the ACS officer at a regularly scheduled time each week for coordination, planning, and supervision.
- ✦ The ACS officer will formally evaluate the performance of the volunteer supervisor at least once during the term of office. Informal feedback is advised on a frequent basis during weekly planning meetings.
- ✦ The volunteer supervisor will provide the ACS officer an evaluation of volunteer participation in the ACS program approximately one month prior to the end of his/her term of office.

Agreement

I agree to the above terms and accept the position of Volunteer Supervisor as stated. My term starts _____ and ends _____.

Volunteer signature _____ Date _____

I have interviewed and accepted the above candidate for the position of Volunteer Supervisor.

ACS Officer signature _____ Date _____

**Tourism Vancouver
Greater Vancouver Convention and Visitors Bureau**

Position Description

Identification

Position Title: Coordinator, Volunteer Services
Division: Marketing and Member Services
Reporting to: Manager, Visitor Services
Date Prepared: December 1, 1997

Expectations

It is expected that the Coordinator will work as part of the Visitor Services team, with a shared responsibility to ensure all aspects of the Visitor Services initiatives are accomplished to the highest standards. The Coordinator will work in conjunction with the Manager and is expected to make an ongoing contribution to achieving the appropriate goals, objectives and targets.

Position Summary

The Coordinator is responsible for the development, organization, operation, and evaluation of the volunteer program initiatives and services in the *Touristinfo* Centre, in accordance with strategic priorities outlined in the Business and Market Development Plan.

Duties and Responsibilities

The Coordinator, Volunteer Services is responsible for all aspects of volunteer services including:

1. General Program Representation

- ✦ Communicate and represent program objectives, goals and purpose to staff, Board of Directors, association membership and community at large.
- ✦ Develop the program services and establish goals responsive to the needs of the *Touristinfo* Centre visitor services and the Tourism Vancouver as determined.
- ✦ Evaluate the program to ensure goals and objectives are continually being met to the highest standards.
- ✦ Develop program budgets and maintain control over financial resources in cooperation with the Manager.

2. Administrative Responsibilities

- ✦ Establish and facilitate orientation and training programs appropriate to the services provided by volunteers.
- ✦ Develop volunteer job description, profile sheet, evaluation forms and a comprehensive volunteer manual.
- ✦ Maintain accurate records of all volunteer activity and participation.
- ✦ Maintain accurate records of all association membership involvement and activity.
- ✦ Develop and execute appropriate rewards and recognition activities.

3. Personnel/Human Resource Responsibilities

- ✦ Recruit and interview all prospective volunteers, assuring the highest level of service excellence in all human resources.
- ✦ Provide guidance, support and supervision for all volunteers.
- ✦ Conduct individual performance evaluations as necessary.
- ✦ Actively promote teamwork with volunteers and paid staff; foster motivation and understanding.

Unusual Working Conditions

- ✦ Attendance and/or assistance requested at occasional before or after hours functions.
- ✦ Shift hours.
- ✦ Some travel required.

Warren Village, Inc. Job Description

1) Title: Resources Director

2) Overall Nature and Scope of Position

The incumbent is responsible for developing and maintaining a program to broaden the funding base for Warren Village from religious organizations nationwide through cultivation, volunteer recruitment, direct mail and telephone solicitation; for developing and maintaining a comprehensive plan for the effective and creative use of Warren Village volunteers; and other community public relations duties. The incumbent is also responsible for the development and implementation of a three-year strategic plan.

3) Specific Duties

The incumbent's duties include but are not limited to the following:

Religious Relations

- ✦ Expand outreach to the religious community, including direct mail campaigns, church luncheons, tours, mission fairs, speaking engagements, work teams and development of a long-term outreach plan.
- ✦ Reach the annual Religious Relations fundraising goal as approved by the Board of Trustees.
- ✦ Coordinate submission of religious grant applications and public relations efforts related to religious organizations.
- ✦ Act as staff liaison with Religious Relations Committee of the Board of Trustees.

Volunteer

- ✦ Development of a structure to facilitate effective use of volunteers by all departments of Warren Village.
- ✦ Oversee recruitment, orientation, placement, training, evaluation, tracking and recognition of individual volunteers and groups; planning and coordination of work teams; and coordinate planning of the annual Volunteer Recognition Event, including volunteer award nominations/selection and event planning.
- ✦ Oversee staff development related to working effectively with volunteers.
- ✦ Act as staff liaison with the Volunteer Committee of the Board of Trustees.
- ✦ Coordinate recruitment of Board of Global Ministries (United Methodist Church) and other church related interns, including supervision of all paperwork associated with interns.
- ✦ Act as a liaison with United Way Volunteer Center, Directors of Volunteers in Agencies and Association of Volunteer Administration.
- ✦ Coordinate tours and speaking engagements during the United Way Campaign.

Other

- ✦ Involvement with direct mail solicitations.
- ✦ Participate in development of the United Way budget request and program evaluation response for the Volunteer Program.
- ✦ Assist in developing department objectives to support Warren Village's strategic plan.
- ✦ Prepare and monitor department budget.

4) Reporting Responsibilities

The incumbent reports to the Executive Director.

5) Supervision and Work Relationships

The incumbent works with all management staff in coordinating volunteer programs related to their departments; has extensive contact with religious organizations, outside agencies, community development projects and acts as first contact in providing public relations information about

Warren Village; and serves as staff liaison to the Board of Trustee's Volunteer and Religious Relations Committees.

6) Qualifications

- ✦ BA/BS degree required.
- ✦ Excellent written and verbal communication skills.
- ✦ Two years extensive experience in working with volunteers.
- ✦ Well organized and detail oriented.
- ✦ Experienced in public speaking.
- ✦ Able to coordinate numerous competing projects simultaneously.
- ✦ Flexible schedule: must be able to work some evenings and weekends.

**Home for the Aging
Coordinator of Volunteer Services
Job Description**

Purpose

To facilitate responsible volunteer involvement to assist and support administration in its goal to provide the highest quality services for the resident community. To achieve this goal in the most intelligent, compassionate and cost-effective manner possible by mobilizing and supporting loving, dependable and creative volunteer staff, working together in a cooperative spirit.

Duties and Responsibilities

- ❖ Develops policies and procedures for the utilization of volunteer services.
- ❖ Interprets and researches volunteer policy and legal guidelines.
- ❖ Works with department directors and administration to build accurate volunteer job descriptions to clarify assignments, requirements and schedules.
- ❖ Recruits, screens, interviews, assigns, orientates, supervises and if necessary, discharges volunteers.
- ❖ Motivates, supports and recognizes all volunteers and volunteer achievements on a continual basis by building trust and understanding through collaborative and cooperative measures.
- ❖ Understands the individual motivation of each volunteer, their interests and their needs.
- ❖ Establishes and enforces standards for volunteer behavior.
- ❖ Provides volunteers with the information and tools necessary to become effective advocates for our organization and proficient in their assigned tasks.
- ❖ Formulates systems of objective evaluation for volunteers and volunteer programs, setting challenging yet attainable goals for quality assurance purposes.

Education/Experience

- ❖ College graduate.
- ❖ Volunteer management training, workshops, courses and/or certification.
- ❖ 3-5 years supervisory experience in order to understand the concepts and processes of supervision, facilities, activities and personnel.

Physical and Mental Qualifications

- ❖ Must be able to walk and climb stairs.
- ❖ Must speak clearly and distinctly in order to understand and pass on clear instructions.
- ❖ Written and verbal proficiency in the English language.
- ❖ Open-minded with a high estimation of people.
- ❖ Love and respect for the older adult.
- ❖ Patience of a saint and a heart of gold.

Moreland Presbyterian Church

Title: Director of Christian Development

Purpose of Position: To help congregation members discern their gifts, talents and interests and find appropriate volunteer positions in which to serve; and ensure that they are trained, equipped, supported and recognized for their service.

Duties:

- Ensure that spiritual gifts workshops are offered regularly to members
- Provide for maintenance of skills and interests database
- Provide training for elected and appointed leaders and for staff in volunteer management principles and practices
- Provide for adult education through Sunday and midweek classes and through small study and support groups
- Serve as Stephen Ministry leader and staff liaison
- Serve as "in-house consultant" for lay leaders and staff, offering guidance and support in matters of lay mobilization and volunteer management
- Meet with new member classes to share information and instruments on gifts discernment and possible areas of service
- Ensure that all new members have assimilation interviews, and that information gathered is shared with appropriate leaders
- Provide for exit interviews for all elected officers and other volunteer leaders in long-term positions
- Ensure that a notebook and a computer directory of volunteer position descriptions are maintained
- Attend regular and special staff meetings

Staffing: Serve as staff support person for Lay Ministry Team, Adult Discipleship Ministry Team, Stephen Ministry and Deacons

Hours: This is a full-time salaried position with flexible hours varying with activities. One weekday plus Saturday are days off. Four weeks vacation and two weeks educational leave are provided, with educational leave to be approved by Pastor.

Professional activity: Participation in local and national professional networks and organizations is encouraged.

Reports to: Pastor/Head of Staff

Evaluation: Annual evaluation by Pastor and Personnel Ministry Team. This position description will be reviewed and revised as appropriate at time of evaluation.

COSI (science museum)

Position Title: Team Leader for Volunteers for Gallery2/Space
Division: Education
Reports to: Exhibition Area Manager for Gallery2/Space
Status: Salaried
Hours: Regular business hours plus some weekends and evenings

Objective: Responsible for coordination of COSI's volunteer resources, especially those in the Gallery2 and Space Learning Worlds

Education and Experience: Two years previous experience working with volunteers required. Previous experience working with diverse age ranges and social backgrounds a plus. Bachelor's degree preferred. Must be enthusiastic and organized.

Essential Job Functions:

Coordination:

- Coordinate monthly schedules of volunteers/interns, including correspondence by phone and/or mail
- Coordinate Learning World Training of Volunteer Team Members
- Coordinate volunteer recognition
- Coordinate volunteer field trips
- Recruit and schedule Volunteer Team members for COSI After Dark events
- Coordinate placement of LWO volunteers into appropriate openings and coordinate volunteer distribution in LWO
- Coordinate counseling or consultation for volunteers and/or parents as needed
- Coordinate regular evaluation of Volunteer Team Members

Administrative:

- Maintain volunteer records including training, time contributions, evaluations, and performance reviews
- Evaluate volunteer performance
- Prepare volunteer training materials, newsletters and forms
- Attend and actively participate in weekly Volunteer and Community Resources Team meetings, training sessions, retreats, and volunteer recognition events
- Attend and actively participate in weekly Paid Team meetings, training sessions and monthly First Tuesday meetings.

Team:

- Train Volunteer Team on general guest service guidelines, co-exploring and LWO specific expectations
- Provide coaching to encourage volunteer growth
- Serve as a positive role model for Volunteer and Paid Team
- Interview, select, train and supervise Summer Interns
- Work collaboratively with floor Team to provide a seamless volunteer experience
- Facilitate and insure communication between Paid and Volunteer Team, including dispersal of critical information
- Facilitate communication between the Volunteer and Community Resources Office and the LWO Paid Team
- Represent and advocate for Volunteer Team needs at Paid Team meetings

General:

- Support general COSI operations through participation in meetings and development functions, such as all Team Member events, as appropriate.
- Serve as an example to other COSI paid Team Members and Volunteer Team Members in matters of appearance, attitude, and performance in the mode that best serves COSI's team and guests
- Perform other duties with the scope of position as assigned by the Team Leader 1 for Gallery2 and Space

Position Title: National Director of Volunteers

Reports to: Vice President, Services

Primary Relationship: Volunteers of America national office and affiliates

Objective: To promote growth and quality volunteer services organization-wide

Responsibilities:

- Serve as spokesperson and content expert on volunteerism:
 - Generate excitement and recognition of volunteerism throughout the organization
 - Encourage affiliate executive staff to expand volunteer services
 - Manage volunteer recognition and awards efforts
 - Represent Volunteers of America with peer organizations
- Enhance capacity and skills of volunteer resource coordinators:
 - Establish working relationship with volunteer coordinators/volunteer contacts in all affiliates
 - Identify training needs of volunteer coordinators and feed this information into professional development planning
 - Establish strong linkage with the Association for Volunteer Administration (AVA) and encourage affiliate staff to join and become credentialed
- Establish a Volunteer Resource Managers Network to promote education, information sharing, and best practices:
 - Establish email group for network
 - Plan and conduct quarterly teleconferences
 - Provide on-going informational updates
 - Engage full-time volunteer resource managers as advisors on volunteer growth strategies
- Provide technical assistance on establishing and improving volunteer management systems organization-wide:
 - Assist affiliates with a self-assessment of their volunteer management
 - Assist affiliates with the development of individualized quality improvement and expansion plans and comprehensive volunteer program plans (charter requirement)
 - Develop and provide necessary tools for volunteer resource management
 - Respond to affiliate requests for assistance with resource materials and consultation by telephone, email, mail
 - Work with group of targeted affiliates on focused capacity development, involving group telephone consultation and on-site assistance
 - Assist National Services to enhance and expand volunteer utilization in healthcare facilities and housing
 - Assist the national office to establish model volunteer resource management
- Manage national volunteer initiatives:
 - Serve as project leader for *Share with a Child*, ensuring successful project implementation with selected affiliates
 - Assist Vice president of Communications with the development of a VIP system for major league baseball players and their families

- Support improvement of seamless volunteer information and referral system organization-wide
- Participate in development and management of other volunteer initiatives, as opportunities arise

Requirements

1. Bachelor's degree in related field
2. Five years experience in volunteer resource management; experience mentoring other volunteer managers; AVA certification preferred
3. Knowledge of all elements of volunteer management; familiarity with professional resources
4. Persuasive public speaking skills; training/teaching experience
5. Ability to relate easily to people and to function as a team member
6. Strong written and verbal communication skills
7. Willingness to travel