

VOLUNTEER COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves the development and oversight of volunteer program for Willow Point Rehabilitation & Nursing Center. The incumbent will oversee the recruitment, placement, and orientation of volunteers, while ensuring that their roles are fulfilling and that they feel valued and involved. The incumbent has responsibility for publicizing the need for volunteers, directing and participating in the process of identifying and recruiting qualified volunteers, training candidates to perform service, and overseeing the provision of services by volunteers. The work is performed under the direct supervision of the Nursing Home Administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Contacts clients to assess needed volunteer services, matches with volunteer and does follow-up with client and volunteer;
Plans, schedules, coordinates and supervises volunteer placements for Willow Point;
Recruits, screens, trains and orients volunteers and community groups interested in volunteering services;
Assigns volunteers on the basis of interest, ability, availability and client needs;
Onboards new volunteers, ensuring they're well-informed and comfortable in their roles;
Works closely with supervisors and other staff to ensure continued effectiveness of the volunteer program and to evaluate the volunteer's contribution to the department's program;
Assesses the work performance of volunteers to ensure compliance with the appropriateness of assignment;
Addresses groups from which potential volunteers may be obtained and organizes community interest and participation programs;
Perform community outreach activities;
Participates in conferences, workshops and meetings addressing methods of volunteer recruitment;
Focuses on volunteer engagement and addresses concerns to maintain volunteer retention;
Assists in the development of training programs and activities for volunteers including individual client needs, special programs and events;
Performs periodic evaluations of volunteers;
Develop a public relations plan using press releases, television, radio, interviews, and prepares recruitment flyers and brochures;
Develops and promotes recognition programs and fund raisers;
Prepares reports and maintains records on the volunteer program;
Maintains the safety and security of participants.

FULL PERFORMANCE OF KNOWLEDGE:

Good knowledge of the characteristics, needs and interests of the

elderly;
Good knowledge of interviewing techniques and methods;
Working knowledge of the dynamics of effective volunteer programming;
Familiarity with area agencies and service organizations;
Ability to operate computer equipment, software and related office equipment used in the generation of public materials and statistical reports;
Ability to prepare memos, reports, speeches and publicity materials;
Ability to cope with moderate pressure from interruptions, changes in work priority or conflicting deadlines;
Ability to establish and maintain effective working relationships;
Ability to recruit, train and coordinate volunteer services;
Ability to speak effectively in public to groups and to the media;
Creativity;
Tact;
Initiative.

MINIMUM QUALIFICATIONS:

- A) Possession of an Associate's degree which includes or is supplemented by a minimum of 12 credits in human services or a closely related field and one year of full-time paid or verifiable volunteer experience in community organization, volunteer coordination, or providing information or supportive services to clients ; OR
- B) Graduation from high school or possession of an equivalency diploma and three years of full-time paid or verifiable volunteer experience in community organization, volunteer coordination, or providing information or supportive services to clients; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENT:

Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.