

COORDINATOR OF VOLUNTEER SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is professional administrative work involving a responsibility for developing, initiating and implementing policies and programs related to volunteer services in the Department of Social Services. The work is performed under the general direction of the Commissioner of Social Services allowing for independent judgment and supervision may be exercised over a large number of volunteers. Does related work as required.

TYPICAL WORK ACTIVITIES:

Recommends, establishes and implements policies and programs related to the expansion of volunteers and donation efforts;

Represents the Commissioner of Social Services when collaborating with businesses, government agencies and civic organizations to enhance volunteer and donation initiatives that support Department of Social Services clients;

Develops relationships with community, private sector, school-based religious and civic leaders to identify opportunities to expand donations and volunteer efforts that supplement the work of the department in support of agency clientele;

Assesses volunteers skills and interests, determines volunteer assignments and provides necessary training;

Evaluates the work performance of volunteer staff;

Performs administrative functions, including the creation and distribution of monthly materials aimed at fostering community engagement in the department's volunteer and donation initiatives;

Develops and delivers oral presentations to businesses and community groups to raise awareness of the challenges faced by Rockland residents, emphasizing the agency's role in addressing issues and promoting opportunities for volunteer recruitment and donation growth;

Maintains accurate records (e.g., time reports, program records, donation receipts and distributions);

Prepares a variety of reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the programs administered by the Department of Social Services, especially as they relate to volunteer services; good knowledge of the principles and practices of recruiting, training and evaluating volunteers; ability to develop and implement programs to maximize the effective utilization of volunteer services; ability to gather information and make determinations for eligibility; ability to supervise volunteers; ability to maintain records and prepare oral and written reports; ability to develop and present clear and accurate correspondence and speeches; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative working relationships with others, especially volunteers, community and civic groups and community leaders.

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher and four (4) years of administrative* or supervisory experience, two (2) years of which must have involved the responsibility for planning, organizing or directing group activities.

*Administrative experience typically refers to work that involves managing and overseeing organizational tasks and processes. This can include supervision, budgeting and financial management, policy development, project management, etc.