

CLASSIFICATION GRID: 24

BENCHMARK TITLE: VOLUNTEER COORDINATOR

BENCHMARK NUMBER: 80700

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Implements and oversees the day-to-day operation of a volunteer program(s) by taking required action to meet pre-established goals and objectives. Recruits, selects, trains, and supervises volunteers. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Implements volunteer programs to meet pre-established goals and objectives, including determining methods of operating the program.
2. Recruits, interviews, selects, trains, and orients volunteers.
3. Places and schedules volunteers by performing duties such as liaising with managers, matching volunteer skills with available opportunities, and preparing volunteer work schedules.
4. Supervises volunteers by performing duties such as evaluating performance, providing feedback, following up on complaints, and taking appropriate action.
5. Develops and implements volunteer recognition programs.
6. Consults with community groups and health care professionals to identify trends, needs, and priority health issues. Maintains contact with community groups and volunteer organizations to promote interest, participation, and support for the program.
7. Provides input to the Manager regarding policies, procedures, goals, and evaluation of the program.
8. Assists in the preparation of the program budget, monitors expenditures, and assists with required financial documentation.
9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Certificates in CPR and First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills