

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Volunteer Coordinator

Class Code: 70240

Pay Grade: GG

A. Purpose:

Coordinates a volunteer program by assessing the need for volunteer services, recruiting and screening volunteer workers, and conducts rehabilitation programs by supervising volunteers.

B. Distinguishing Feature:

Volunteer Coordinator supervises volunteers working in a state institution.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)

1. Recruits volunteers to provide additional aid in the implementation of programs for patients.
2. Plans and organizes programs and evaluate patient needs by reviewing cases with therapists, nurse, and medical staff to determine how to best serve patient needs.
3. Supervises volunteers to ensure best use of volunteers.
 - a. Assigns duties.
 - b. Schedules work.
 - c. Monitor performance.
4. Coordinates transportation of patients to and from programs and appointments.
 - a. Arranges transportation.
 - b. Schedules transportation.
 - c. Provides transportation.
5. Writes reports and project descriptions and instructions to provide guidelines for volunteers and to serve as a review tool for supervisor.
6. Performs other work as assigned.

D. Reporting Relationships:

The incumbent supervises volunteers.

E. Challenges and Problems:

Challenged to evaluate the patients' needs for rehabilitation programs and activity projects and recruiting volunteers to help facilitate the institutions' rehabilitation programs and activity projects.

Typical problems include handling hostile or abusive patients, scheduling activities and programs around other institutional functions, and the availability of volunteers.

F. Decision-making Authority:

Decisions include methods of recruitment, volunteers selected, program and patient needs, discipline of volunteers, scheduling of volunteers and programs, solicitation of donations, methods of volunteer recognition, and public relations new release topics.

Decisions referred include the purchase of capital assets, travel requests, volunteers' insurance policies, and final approval of news releases.

G. Contact with Others:

Daily contact with institutional patients and staff through conducting programs, and with volunteers in implementing the programs. Weekly contact with therapists, nurses and medical staff to evaluate patients' needs.

H. Working Conditions:

The Volunteer Coordinator works in a state institution, working with patients with disabilities. The incumbent may be subjected to verbal or physical abuse.

I. Knowledge, Skills and Abilities:

Knowledge of:

- community volunteers or service groups.

Ability to:

- organize programs and activities;
- assess the needs of programs and patients;
- recruit, motivate and retain volunteers;
- explain detailed project instructions to staff and patients.