

## VOLUNTEER SERVICES SUPERVISOR

### KIND OF WORK

Professional level experience involving the supervision of volunteer services in a state institution.

### NATURE AND PURPOSE

An employee in this class is responsible for the planning, development and administration of a program of recruitment, selection, orientation and use of volunteers and for evaluating the effectiveness of their work. An employee in this class is also responsible for supervising subordinates engaged in providing volunteer programs to residents in the state institution. Supervisory responsibility includes, but is not limited to, assigning work, training employees, effectively recommending hiring and disciplinary actions, and conducting performance evaluations. Program supervision is received from the administrator, his/her assistant or the Institutions Community Relations Coordinator but considerable latitude is allowed the employee in program development.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Supervises subordinate staff engaged in providing volunteer programs to residents in a state institution.

Advises and consults with community groups to establish and develop a volunteer program and assure full use of existing resources.

Recruits, interviews and screens volunteer workers to utilize their services to the best advantage.

Conducts orientation and training courses for volunteer workers.

Confers with hospital staff members to insure maximum use of volunteer workers in a coordinative program.

Speaks to civic, church and other interested community groups concerning the program and needs of the hospital.

Maintains records of volunteer participation and submits required reports to Central Office.

Knowledges gifts and services.

Develops and maintains job descriptions of volunteer services and organizes a system for evaluating the quality work performed by the volunteers.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Working knowledge of the methods used in developing a coordinative program of volunteer services.

Working knowledge of the principles and procedures used in the development and utilization of community resources.

Working knowledge of the hospitals policies and programs.

Some knowledge of the problems involved in the behavior of mental patients.

Ability to:

Ability to plan and administer a program of recruitment, screening, placement and training of volunteer workers.

Ability to integrate the volunteer services program with other programs in the hospital.

Ability to establish and maintain effective working relationships with hospital staff, volunteer workers in civic, church and other interested groups.

Ability to speak and write effectively.

Ability to supervise and train subordinate staff.

Est.: 7/81 T.C.:

Rev.: Former Title(s):