

STATE OF ARIZONA JOB CODE SPECIFICATION

FLSA:	NEXP	Job Code:	ACV80243
Job Class Code:	770	Salary Schedule:	AREG
EEO Category:	02	Grade:	17
Workers Comp Code:	8832		

Job Code Established:	05/13/84	Effective Date:	
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Human Service Series

JOB CODE TITLE: HUMAN SERVICE VOLUNTEER COORDINATOR

HRIS TITLE: HUM/S VOLUNTEER COORD

WORK DESCRIPTION: Plans and directs a district volunteer service program; recruits, screens, trains and assigns volunteers engaged in social and protective service support activities; speaks to community groups regarding volunteer program and child abuse/neglect; writes reports, memoranda, correspondence.

WORK ACTIVITIES: directs, instructs, explains and counsels volunteers in their work with clients of the agency.

Plans for better use of volunteer and personnel resources in a work unit; examines materials, confers with superiors and staff; analyzes, evaluates and makes determinations.

Devises a schedule of work or itinerary, agenda or timetable, or establishes priorities for self and subordinate-level workers on a daily or weekly basis.

Resolves technical or work procedure problems and questions presented by subordinate-level workers.

Carries out volunteer recruitment program, visiting community organizations and attending meetings, interviewing and speaking to potential applicants.

Instructs volunteers in all important aspects of their work with residents, patients or clients of the agency, through training sessions.

Composes correspondence dealing with subject matter in ways that call for considerable discretion and involve some judgment or negotiation, replying to inquiries, presenting or requesting information.

Gives and receives information requiring considerable judgment and authority regarding current and specific business of the work unit by telephone or direct contact.

Inspects work areas in order to perceive or detect problems, or other factors affecting program or work schedule.

As a planning device, gathers data on work load or service load over designated period, then, making adjustments based on calculated estimates, projects same figures for future period.

Interviews applicants for volunteer service; explains State and agency programs and procedures; elicits information relating to applicant's background, attitudes and qualifications.

Confers with State agency officials and staff members to make decisions concerning services or materials to be provided to those agencies.

Lectures to various public groups regarding agency programs and activities.

Confers with superior, presenting and resolving difficult problems or questions, discussing plans and actions to be taken, making decisions.

Attends staff meetings of work unit or section, under direction of work supervisor; gives and receives information helpful in work unit or work system operation.
Performs related work as required.

WORK CONDITIONS: Frequent travel and irregular work hours.

SUPERVISION: Works under general supervision, exercising discretion and independent judgment within policies and procedures established for the work system.

WORK RESULTS/PRODUCTS: Functioning volunteer program; volunteers available to provide support services to clients and program staff; public understanding and participation in agency programs; written reports, memoranda and correspondence.

RESPONSIBILITY: For the timeliness and quality of work products; effectiveness of volunteer program.

AUTHORITY: To recruit and place volunteers, assign work to and evaluate performance of volunteers; assign speakers for community groups

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: social service delivery systems utilized by the work system; programs administered by the work system; motivational methods and techniques for volunteers; policies and procedures established for the work system; principles and practices of work leadership and management.

Skill/Ability to: apply the principles and practices of work leadership and management; communicate verbally and in writing; deliver public speeches; establish and maintain professional relationships with potential volunteers and community groups; interpret, evaluate and analyze data.