

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

VOLUNTEER SERVICES COORDINATOR II

POSITION CODE: 48482
Effective: 1-16-72

DISTINGUISHING FEATURES OF WORK:

Under direction, performs professional functions in organizing, directing, and coordinating the overall volunteer services program at a facility or in an assigned geographic area; determines the most effective type of volunteer services to be utilized, and appropriate assignments necessary for the successful implementation of these services; evaluates changing program needs and adjusts the volunteer services program to meet these requirements; establishes and maintains communications with professional staff to ensure coordination and utilization of volunteer resources; performs services necessary to developing an informed citizenry in the various locales through cooperation with various community organizations and civic leaders for the purpose of inspiring active participation in the volunteer services program.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Interprets to facility heads and staff personnel, the concepts and potentials for utilizing volunteer resources; identifies the need for volunteer services, and utilize and implement these services in the volunteer services program.
2. Works with community leaders in identifying and utilizing volunteer resources; and developing a community understanding of the need for volunteers, establishes and maintains continuous working relationships with community leaders for the purpose of education and improved understanding of the volunteer services program.
3. Recruits, interviews and selects volunteers; plans and coordinates the orientation and placement on the basis of their abilities and interests related to substantive program requirements.
4. Assists staff supervising volunteers in their responsibilities in relation to evaluating volunteer work performance, transfer, resignation and forms of recognition for service.

VOLUNTEER SERVICES COORDINATOR II (Continued)

5. Participates in facility and community meetings to interpret, promote and provide professional guidance in planning for the utilization of volunteer resources.
6. Maintains necessary records, reports, schedules and other administrative aids.
7. May supervise small professional and clerical staff.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college with courses in the behavioral sciences.

Requires two years professional experience in volunteer services program management, community organization or social science.

Knowledges, Skills and Abilities

Requires extensive knowledge of principles and procedures in the development and utilization of community services in a volunteer services program.

Requires extensive knowledge of methods of supervision, organization and administration.

Requires extensive knowledge of the principles and practices of personnel management and the learning process as they relate to the recruitment, selection, placement, training and retention of volunteers.

Requires extensive knowledge of the media, methods and techniques which may be used to relate the needs of the facility or area served to the resources within the community.

Requires ability to coordinate human service needs with volunteer services potential.

Requires ability to provide effective leadership to, and establish and maintain effective working relationships with staff personnel, community leaders, and the general public.

Requires ability to present ideas accurately and effectively, orally and in writing.