

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

VOLUNTEER SERVICES COORDINATOR III

POSITION CODE: 48483
Effective: 4-25-90

DISTINGUISHING FEATURES OF WORK:

Under general direction, performs responsible professional consultative and coordinative functions in the field of volunteer services administration within a region, or acts as coordinator for a group of institutions; provides guidance to local programs in the implementation of volunteer services programs, in the best utilization of volunteers in the program, and in volunteer services expansion; participates in developing and maintaining statewide standards for volunteer services programs; may assist Chief of Volunteer Services in a variety of technical matters in the field of volunteer services administration.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Consults with and advises field staffs regarding organization, development, integration of volunteer resources and regarding utilization, recognition and other personnel matters relating to volunteers.
2. Develops written materials for use in volunteer and field staff training programs; consults with appropriate management in developing statewide standards for volunteer service programs.
3. Plans and coordinates the overall zone or region orientation, and training of staff volunteer coordinators and/or volunteers from multi-programs; develops training material.
4. Establishes and maintains continuous working relationships with community leaders for the purpose of education and improved understanding of the volunteer services program, recruitment, planning and utilization of community resources; participates in establishing and maintaining continuous relationships with state and/or regional leaders for the purpose of education and improved understanding of the statewide program.
5. Coordinates all activities concerning the utilization of volunteer resources within a region or for a group of institutions; conducts special studies, pilot projects and experimental programs in the field of volunteer services administration.

VOLUNTEER SERVICES COORDINATOR III (Continued)

6. Assists in developing policies, regulations, methods and standards for volunteer services programs.
7. Prepares reports and maintains records of volunteer service activities; assists in preparing statistical data, reports, special surveys and studies.
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, preferably with courses in the social sciences. Appropriate business experience may be substituted for college on a year-for-year basis.

Requires three years professional experience in volunteer services program management, community organization or management of a social services delivery program.

Knowledges, Skills and Abilities

Requires thorough knowledge of principles and procedures in the development and utilization of community services for volunteer services programs.

Requires thorough knowledge of methods of organization, administration and delegation.

Requires thorough knowledge of media utilization for promotion of volunteerism within the community.

Requires ability to assist in the coordination and development of a statewide program of volunteer services.

Requires ability to motivate and maintain active public interest and participation in the volunteer services program.

Requires ability to present effective interpretation of policies and procedures orally, and in writing.

Requires ability to evaluate procedural and program efficiency and make recommendations for improvement.

Requires ability to prepare concise reports.