
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Volunteer Services Coordinator II** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. VOLUNTEER RECRUITMENT & SELECTION (10 Questions)

A critical part of this job involves the aggressive recruitment and selection of volunteers to staff programs in state facilities and institutions. An employee in this job must be aware of volunteer recruitment sources in the community and be able to present volunteer opportunities to prospective volunteers in attractive and exciting ways. Most importantly, the employee must be able to determine the suitability of volunteer recruits for assignment to facility programs and services. The section of this exam tests your knowledge of techniques and methods used to recruit and select volunteers for assignment to programs and services offered to recipients in state facilities and institutions. Specific test question topics include:

- Organizing a volunteer worker recruitment program;
- Volunteer recruitment strategies;
- Ensuring successful volunteer assignments;
- Factors to consider when reviewing references of potential volunteers;
- Volunteer interviewing strategies.

II. PUBLICITY TECHNIQUES (12 Questions)

In order to publicize volunteer opportunities in state facilities and institutions and to attract volunteer recruits, employees must have knowledge of techniques used to make the public aware of volunteer service opportunities. Employees must be particularly aware of different, cost-effective media available for use in publicizing volunteer service opportunities and, most importantly, optimal ways to use this media. The questions presented in this exam section test your knowledge of publicity concepts and techniques as they are applied in attracting volunteers from the community. Specific test question topics include:

- Developing effective publicity materials to promote volunteerism;
- Characteristics of effective publicity programs;
- Strategies to overcome misconceptions regarding volunteer programs.

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III. TRAINING

(14 Questions)

Once volunteers are recruited and assigned within the facility or institution, the critical task of a Volunteer Services Coordinator's job is to ensure that all volunteers are properly trained to carry out their assigned duties. Poorly trained volunteers can have a lasting negative impact on volunteer services programs in the facility and can, potentially, do recipients more harm than good. Thus, it is critical that employees in these jobs know how to effectively train new volunteer workers both from the perspective of teaching important skills as well as monitoring performance of assigned duties. The questions in this exam section test your knowledge of effective volunteer worker training techniques and concepts. Specific test question topics include:

- Appropriate volunteer worker training program objectives;
- Planning volunteer worker training programs & developing training materials;
- Orientation training & its importance in the overall volunteer training program;
- Training material presentation techniques;
- Volunteer worker training pitfalls to avoid;
- Conducting volunteer worker training program evaluations.

IV. SUPERVISING VOLUNTEER WORKERS

(14 Questions)

The supervision of volunteer workers, particularly in state facilities and institutions, presents certain unique challenges. Typical supervisory techniques of employee motivation, work assignment, discipline and performance review may have somewhat limited applicability to the volunteer situation as these workers are giving of their own free time without monetary reimbursement for services rendered. Therefore, it is critical that employees in this job be cognizant of techniques used to supervise volunteer workers, particularly with respect to motivation, work assignment and review. Specific test question topics include:

- Techniques used in the supervision of new volunteer workers;
- Effective ways to deal with absenteeism;
- Means used to correct performance errors made by volunteer workers;
- Retention strategies;
- Volunteer worker motivation strategies.

V. VOLUNTEER SERVICES MANAGEMENT

(10 Questions)

The supervision of volunteer workers, particularly in state facilities and institutions, presents certain unique challenges. Typical supervisory techniques of employee motivation, work assignment, discipline and performance review may have somewhat limited applicability to the volunteer situation as these workers are giving of their own free time without monetary reimbursement for services rendered. Therefore, it is critical that employees in this job be cognizant of techniques used to supervise volunteer workers, particularly with respect to motivation, work assignment and review. Specific test question topics include:

- Developing job descriptions for social service volunteers;
- Volunteer services interaction with treatment team members;
- Planning a volunteer services program;
- Volunteer services record keeping.