

### **VOLUNTEER SERVICES COORDINATOR**

**DEFINITION:** Under general supervision, performs work of moderate difficulty in planning, organizing, and conducting volunteer services programs; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

#### **TASKS:**

Plans, organizes, and coordinates a volunteer services program within assigned area of responsibility and coordinates program with other agencies and activities; plans and conducts recruitment and information programs designed to attract interested individuals to provide volunteer services; completes required documents for interested individuals; conducts an orientation program for accepted volunteers; explains purpose and standards of volunteer program; interprets policies, procedures, and regulations; maintains records of stipends, mileage, and other pertinent information; coordinates with volunteer work sites on arrangements for days/hours of service, roles and responsibilities.

Recruits, interviews, and assigns volunteer to specific projects; may observe work activities of volunteer to evaluate work performance; confers with volunteer to resolve grievances and promote cooperation and interest; organizes and participates in activities designed to promote recognition for volunteers; provides in-service training; arranges for on-the-job and other required training; develops proposals and resolutions for program funding and exceptional needs; prepares and maintains required reports; and attends meetings.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of the principles and practices of volunteer services programs or similar work.  
Knowledge of policies, procedures, rules and regulations that apply to program activities.  
Knowledge of group leadership principles and techniques.  
Skill in obtaining resources needed to build volunteer programs within the community.  
Skill in interacting with people of all ages.  
Skill in written and oral communications.  
Skill in technical writing.  
Ability to communicate effectively in both the English and Navajo languages.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves occasional lifting of moderate to heavy weight (50) pounds.

**MINIMUM QUALIFICATIONS:** An Associate's degree in Social Science, Health, Human Services or related field; and two (2) years experience in planning or coordinating a volunteer service program; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.