

**JOB DESCRIPTIONS FOR VOLUNTEER DIRECTORS/COORDINATORS**  
**Actual Job Descriptions in Use by Nonprofits and Government Agencies**

**Volunteer Coordinator in a Nonprofit Food Bank**

Title: Volunteer Coordinator

General Description: Responsible for maintaining an effective program and good agency communications.

Responsibilities:

Identify and write job descriptions for the volunteer positions available at the food bank

Devise and update a volunteer manual

Track volunteer activity, reporting as appropriate to Executive Director and Director of Operations for use in public relations documents. In function of volunteer hours worked and other criteria, develop and implement volunteer appreciation activities on a twice-yearly schedule, or more often as appropriate.

Recruit volunteers to fill positions as described, with particular attention to corporate community, the faith community and civic groups

Develop training documents for volunteer positions. Train volunteers

Develop, with the Reclamation and Volunteer Specialist, a rotation of tasks for volunteers on both weekly and monthly

Work closely with volunteers to accomplish specified tasks, utilizing the Reclamation and Volunteer Specialist's help as much as possible.

Develop and implement Evaluation instruments for individual volunteers and the volunteer program as a whole

Apply good food handling and food safety standards and teach them to volunteers

Needed Skills:

Excellent human relations skills

Excellent written and oral skills

Knowledge of food safety standards and salvage standards

Computer literacy

**Volunteer Coordinator of a Nonprofit Health Agency**

Title: Volunteer Coordinator

Job Summary/Objective:

Responsible for recruiting, coordinating and directing volunteer services committed to the philosophy, goals and objectives of the hospice concept.

## Education/Skills:

High school graduate (minimum)

Minimum of two years management experience in a related professional capacity, supervising a program, program development or administration

Excellent verbal and written communication skills

## Essential Job Functions

Ability to plan, organize and supervise volunteers

Communicates both orally and in writing

Ability to lift 20 pounds.

Ability to see, hear, understand and communicate

Ability to travel and work irregular hours, including nights and weekends

Ability to use word processing systems and data base systems

Ability to motivate, interact with and recruit a diverse range of individuals in the business and community

Must have current SC Driver's License, reliable transportation and proof of insurance for traveling purposes.

## Job responsibilities/ Accountabilities

### Administrative and Supervision

Interfaces with the Clinical Manager and/or Development Director to aid in the overall development and enhancement of the volunteer program

Interfaces with the Clinical Manager and/or Development Director in developing and conducting a continuing program for recruiting, training, and retention of volunteers.

Supervises and establishes goals and objectives with and for the volunteer program

Responsible for screening, selecting, evaluating, counseling or disciplinary actions of volunteers, to ensure these individuals meet the highest standards of personal integrity, emotional maturity, responsibility, flexibility and sensitivity needs of the dying patient and family.

Assigns volunteers to meet program needs appropriate to volunteers' interests and skills, including appropriate record keeping.

Coordinates and participates in volunteer training and orientation sessions

Interfaces with the Clinical Manager and/or Development Director regarding revisions, additions and deletions of volunteer forms

Responsible for maintaining, revising, editing and disbursing directories, training manuals, volunteer policies and information to volunteers regarding any changes.

Attends and participates in scheduled team meetings as a team member to facilitate clinical staff understanding of the utilization of volunteer services

Responsible for documenting and tracking appropriate volunteer statistical information and other volunteer program records

Assesses and identifies volunteers' educational needs and implements appropriate programs.  
Responsible for planning the annual recognition program for volunteers  
Collaboratively, with the Clinical Manager, ensures compliance of the volunteer program to meet DHEC, Medicare and JCAHO guidelines  
Attends quarterly Friends of Hospice board meetings  
All other duties as assigned by management.

#### Community Education and Awareness

Participates in Speaker's Bureau, exhibits, workshops, promotions and conferences to promote community awareness  
Develops and maintains relationships with clergy, individuals and organizations within the community necessary to support the outreach activities of the volunteer program  
Assists with ongoing internal and external community relations program to maintain ties with potential volunteers and organizations  
Works in conjunction with the Development Director and/or other appropriate team members to coordinate community awareness campaigns and activities

#### Professional Development

Participates in professional development activities and maintains professional affiliations.

### **Volunteer Services Director in a State Agency**

Title: Volunteer Services Director

Job Purpose: Under general supervision, plans, develops and administrators a comprehensive statewide volunteer services and intern program for the SC Department of XXXXX

Essential and Marginal Functions:

1. Plan and implement a comprehensive agency-wide volunteer services program that provides for the screening, selection and recruitment of volunteers and interns from all cultural and socioeconomic backgrounds. 40%
2. Serves as a liaison with religious, civic, academic institutions, organizations and industries in coordinating volunteers/interns efforts. 10%
3. Compiles and maintains statistical information concerning volunteerism and intern programs within the institutions and community and determine their effectiveness; prepares related reports. 10%

4. Develops and coordinates other related programs for the treatment and rehabilitation of institutional youth and coordinates with the community staff and churches in the aftercare program for the youth upon their release. 10%
5. Establish and maintain the agency's volunteer services database 7%
6. Coordinates with Community Directors in the effort of referring services 5%
7. Establish formalized orientation sessions that are scheduled and held on consistent bases 5%
8. Serve as an agency liaison with community groups 4%
9. Assist the agency chaplains in their volunteer recruitment and orientation efforts as needed 3%
10. Plan and coordinates the annual volunteer recognition ceremony 3%
11. Serve on boards to provide contacts to enhance volunteer services at South Carolina Department of XXXXX 3%