

Class Specifications  
for the Class:VOLUNTEER SERVICES COORDINATOR  
SR-20; BU:13Duties Summary:

Plans and promotes the effective utilization of volunteers and coordinates their services in various programs of a State agency; participates in the orientation and placement of volunteers and evaluates their services; develops programs of public information on volunteer activities as well as program goals, functions and needs; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is responsible for planning, promoting and coordinating the involvement of individuals and groups in the community to assist in various programs and activities of a State agency. The work involves the recruitment, selection, orientation and placement of volunteers in appropriate programs and the dissemination of information to interested parties concerning program goals and needs.

Examples of Duties:

Screens and selects volunteers for services in a State agency (e.g., volunteers may assist in providing instruction in hobby crafts, feeding and caring for patients, taking patients on walks, accompanying visitors on tours of the agency, performing clerical record-keeping or other work in support of the agency); places volunteers in appropriate activities in consonance with their interests and the needs of the agency; formulates and recommends operating policies and procedures relative to volunteer services; oversees the work of volunteers; participates in the orientation and training of volunteers relative to the understanding of agency regulations, mission and goals; evaluates the services of volunteers in consultation with program supervisors; develops and maintains records on volunteers and their activities; meets with the volunteer coordination committee to secure its assistance and participation in effectuating volunteer services; participates in management committee meetings and contributes to the overall planning of agency programs and activities; represents the agency in meetings with auxiliary groups and other community organizations; conducts continuing studies and analyses for the improvement and expansion of volunteer services; utilizes various publicity media in promoting volunteer services; coordinates and conducts guided tours of the agency; speaks before interested groups; receives and distributes contributions and donations within the agency; develops public information material

such as brochures, etc.; coordinates meetings between news reporters and appropriate program staff; handles problems of workload, time schedules and work coverages of volunteers; prepares budgets for volunteer services and requisitions supplies and equipment; and prepares reports and correspondence.

Knowledge and Abilities Required:

Knowledge of: Principles of human behavior and motivation techniques of dealing effectively with people in groups and individually; and report writing.

Ability to: Establish and maintain effective working relationships with volunteer personnel possessing a wide range of educational and work experience backgrounds, agency employees and supervisors, representatives of community groups, and the general public; plan, organize and coordinate volunteer activities; understand and apply laws, agency regulations, and other pertinent guidelines and requirements; speak effectively before groups; and prepare budget and written reports.

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This is an amendment to the specification for the class VOLUNTEER SERVICES COORDINATOR, which was approved on May 23, 1969.

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This class is adopted from the State of Hawaii, relative to the transfer of classification and compensation jurisdiction to the Hawaii Health Systems Corporation, effective July 1, 1998, pursuant to Act 262, Session Laws of Hawaii, 1996.

APPROVED: \_\_\_\_\_  
JANICE WAKATSUKI  
Vice President/Chief Human Resources Officer