

POSITION: Volunteer Coordinator
CODE: 2048
FLSA: Non-Exempt

DEPARTMENT: Social Services
GRADE: 112N
DATE: 1/1999; Rev. 7/2016

Position Summary: Assists in the establishment and expansion of volunteer services activities in community based programs; oversees volunteer workers; recruits and provides orientation to volunteers; works under general supervision; performs other duties as assigned.

Essential Functions:

1. Provides daily oversight of volunteers in an independent facility that provides social services;
 2. Recruits volunteers including individuals, community groups, businesses, churches, and charitable organizations; maintain adequate level of volunteer staff to carry out essential functions of the Help Center;
 3. Solicits donors for funds, goods, and services through coordination and fund raising activities/ food drives;
 4. Serves as coordinator of Emergency Food Assistance Program to non-profit participants for Cecil County;
 5. Assists with or provides training to volunteers as assigned;
 6. Assists with the development and implementation of new volunteer program policies and procedures;
 7. Serves as a liaison between the volunteer program and community members wishing to make donations;
 8. Collects and records donations and prepares written responses to donors;
 9. Assists with identification of areas of need for distribution of donated items;
 10. Participates in the coordination of volunteer recognition programs, including event planning;
 11. Maintains Help Center program statistics;
 12. Conducts facility tours and speaking engagements to promote the goals of the volunteer program;
 13. Administers the local Fuel Fund (CHAP);
 14. Participates in the Cecil County Inter-Agency Council on Homelessness, to contribute to the overall Continuum of Care;
 15. Reports to work regularly and on time; and
 16. Performs other duties as instructed and assigned.
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Required Knowledge, Skills, and Abilities:

1. Knowledge of County's community based programs;
 2. Working knowledge of the procedures and techniques of recruiting and training volunteers;
 3. Ability to plan programs and activities involving large groups of volunteers;
 4. Ability to keep accurate statistical records;
 5. Excellent organizational skills;
 6. Ability to communicate effectively both orally and in writing; and
 7. Ability to establish effective working relationships within the community.
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Education and Experience:

1. High School diploma or G.E.D.;
 2. Bachelor's degree preferred;
 3. One (1) or more years' of experience in planning and supervising volunteer activities in Social Services or related field; or
 4. Equivalent technical training, experience, and education; and
 5. Valid Driver's License.
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Physical and Environmental Conditions: Position may involve lifting of up to 50 pounds and occasional exposure to temperatures at zero degrees. Managing/ receiving donations may require occasional lifting, moving of household items and climbing ladders.

Work environment involves high risks to potentially dangerous situations or unusual environmental stress, which require a range of safety and other precautions, e.g., aggressive human behavior, or similar uncontrollable situations. May involve interviews in homes which are unsafe and unsanitary (roach infestations, rats, feces); Occasional exposure to head lice and contagious diseases; occasional prolonged exposure to cigarette smoke in family homes; may be exposed to domestic and non-domestic animals.

The above job description is not intended as, nor should it be constructed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.