



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
VOLUNTEER SERVICES COORDINATOR
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for coordinating volunteer services in the support and assistance of agency customers. Reports to a Family Services Supervisor.

ESSENTIAL JOB FUNCTIONS

Organizes, directs, and implements the Volunteer Program within the department; coordinates with staff in planning, developing, supervising, implementing, and evaluating the Volunteer Program and volunteers providing services to citizens, various community agencies, businesses and faith based organizations.

Develops and implements a marketing plan for the recruitment of volunteers to include conducting presentations to department staff, community groups, students and individuals about the department and volunteer opportunities.

Screens, interviews, and orientates volunteer applicants; conducts background checks, ID card preparation; consults with staff regarding potential volunteers; assigns volunteers to units and volunteer supervisors within the department.

Trains staff in the appropriate use of volunteers and in supervision of volunteers; monitors and evaluates the effectiveness of the volunteer program; supervises volunteers; recognizes individual volunteers and volunteer groups that provided volunteer hours, services, and donated resources.

Maintains comprehensive software record keeping system; responds to volunteering inquiries and requests to volunteer by individuals and groups; prepares reports, and other correspondence; maintaining contact with volunteer supervisors and volunteers.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Public Relations and Communications - General knowledge of the principles, techniques and methods of public relations, marketing and communications. Knowledge of the processes and

equipment used in the design and preparation of multimedia graphics, brochures and other visual aids. Knowledge of advertising and publicity techniques. General knowledge of the proper methods and techniques of researching, preparing and disseminating public information.

- Human Services - Thorough knowledge of human services programs and policies and available community resources. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Public Relations – Implements text, graphics, document layout and other design elements to create visually appealing and easy to read and understand publications. Produces electronic presentations and other materials.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.
- Interpersonal Relationships – Develops and maintains cooperative and courteous relationships with employees and the public. Effectively responds to routine inquiries and disputes.

REQUIRED ABILITIES

- Time Management – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication – Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Public Relations, Psychology, Public Administration, Social Work or a related field and 3-5 years of related experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.