

Sample Volunteer Coordinator Job Descriptions

1. Society for Human Resource Management

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Organizes, coordinates and manages the recruitment of volunteers for the board, various committees, departments and association programs.
2. Works with social, civic and local organizations to develop partnerships, where appropriate, to develop and/or utilize volunteers.
3. Develops and implements training programs for all volunteers.
4. Maintains updated records on all volunteers.
5. Sets up and attends volunteer meetings. Reports to staff on volunteer activities as needed.
6. Recommends and develops ongoing volunteer utilization.
7. Develops and implements a volunteer recognition program.

Competencies

1. Communication Proficiency.
2. Collaboration Skills.
3. Leadership.
4. Organizational Skills.
5. Presentation Skills.
6. Teamwork Orientation.
7. Technical Capacity.
8. Time Management.

Supervisory Responsibility

This position has no direct staff supervisory responsibilities, but does supervise the entire volunteer force.

2. HR Council (Canada)

Primary Duties and Responsibilities

Managers of Volunteers perform some or all of the following duties:

Plan the volunteer program/service

- Develop and implement goals and objectives for the volunteer program which reflect the mission of the organization
- Assess the need for volunteers to enhance program/service delivery
- Develop a budget for the volunteer program activities

- Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary

Organize the volunteer program/service

- Develop, administer, and review policies and procedures which guide the volunteer programs and services, and reflect the overall values of the organization
- Develop and administer forms and records to document the volunteer activities
- Identify volunteer assignments that provide meaningful work for volunteers and write the volunteer position descriptions in consultation with staff as appropriate

Engage volunteers

- Promote the volunteer program to gain community support of the volunteer program and the organization
- Develop and implement effective strategies to recruit the right volunteers with the right skills
- Develop and implement an intake and interview protocol for potential volunteers to ensure the best match between the skills, qualification, and interests of the volunteers and the needs of the organization
- Implement a screening process for potential volunteers according to accepted screening standards and practices

Lead the volunteer program/service

- Train staff to work effectively and cooperatively with volunteers
- Orient volunteers to increase their understanding of the organization, its clients, its services and the role and responsibilities of volunteers
- Ensure that volunteers are given appropriate training to be successful in their positions
- Ensure that volunteer check-in procedures are followed and records of volunteer hours are maintained according to established procedures
- Ensure that volunteers receive the appropriate level of supervision
- Assist with conflict resolution among clients, staff and volunteers according to established procedures
- Establish and implement a process for evaluating the contribution of individual volunteers
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers to the organization

Control the volunteer program/service

- Evaluate the risks associated with each volunteer position and take appropriate action to control the risks associated with the program or service
- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
- Evaluate the contribution of each volunteer on an annual basis
- Prepare an annual report on the contribution of the volunteer program to the organization
- Administer and monitor expenditures for the volunteer program against the approved budget

3. JobHero

The main goal of a Volunteer Manager is to ensure an organization has enough volunteers to fulfill its service mission. To meet that goal, a Volunteer Manager must perform a variety of duties involving recruitment, training and program planning. We reviewed several Volunteer Manager job postings to determine the core duties associated with this job.

Recruit Volunteers

When an organization needs new volunteers, the Volunteer Manager uses a variety of methods to attract suitable candidates. The Volunteer Manager may place advertisements in the newspaper, post volunteer opportunities online or attend job fairs with the hope of meeting new volunteers. Volunteer Managers also interview potential volunteers to determine if they are a good fit for the organization.

Train Volunteers

Once a new volunteer comes on board, it's the Volunteer Manager's responsibility to provide comprehensive training. Volunteer Managers often conduct orientation sessions, give new volunteers tours of the building and help new volunteers get settled into their roles. In some cases, the Volunteer Manager also teaches volunteers new skills.

Create Program Reports

Without the right data, it's difficult to determine if a volunteer program is meeting its goals. Volunteer Managers collect data from volunteers and paid staff members, use the data to create reports and distribute those reports to key personnel in the organization.

Schedule Volunteers

The Volunteer Manager works closely with volunteers to come up with a schedule that works for everyone. If the organization has a special event planned, the Volunteer Manager is also responsible for ensuring the right number of volunteers is available to handle the extra work.

Determine the Need for Volunteers

Some volunteers stay with the same organization for years, but others stop volunteering after just a few months. A Volunteer Manager must be able to anticipate these changes and plan accordingly.

1. SHRM <http://bit.ly/2rPQxRB>
2. HR Council <http://bit.ly/2sca9Qi>
3. Job Hero <http://bit.ly/2r1JNMj>