



VOLUNTEER AND OUTREACH COORDINATOR

Definition

Under general supervision of the General Manager, oversees and coordinates the OSA volunteer program; Recruits, selects, trains and places volunteers and performs related work as required; Manages, coordinates and schedules the OSA community outreach program; Promotes the goals and mission of the Open Space Authority through the volunteer program and other activities and methods.

Essential Duties and Responsibilities

The following tasks are typical for positions in this classification. The position may not include all the duties listed, nor do the examples cover all the duties which may be performed.

- Oversee and coordinate various OSA volunteer programs including but not limited to, resource management, community outreach, volunteer trail patrol, and special projects.
- Supervise and manage community outreach program. Collect and analyze information and statistics (in a database and appropriate files) on events attended, attendance levels, use of booth materials, volunteer attendance, etc.
- Schedule and coordinate OSA attendance at various diverse community outreach opportunities including participation at festivals, events, and various other venues.
- Develop, coordinate and train volunteers for positions or specialized assignments; provide orientation training for new volunteers.
- Prepare training materials and procedural guides for volunteers and staff.
- Monitor volunteer program performance; collect and analyze information and statistics (in a database and appropriate files) on volunteers, including hours of service, skills possessed, training received, availability, etc.
- Conduct various meetings and training sessions with volunteers to communicate OSA goals, objectives, policies and procedures and provide a forum to respond to questions and inquiries.
- Make presentations and work with local groups and organizations to promote the OSA volunteer program.
- Organize and coordinate volunteer projects and outreach events with OSA staff.
- Implement and manage volunteer recognition activities to retain and motivate volunteers including an annual volunteer recognition event.
- Provide support and direction to volunteers.
- Ensure adherence to safe work practices and procedures.
- Prepare reports, documents and correspondence as required.
- Prepare and manage program budget.
- Develop and maintain administrative systems and procedures.
- Participate and function as team member supporting various activities of the Authority.
- Perform other duties and responsibilities as required.
- Work non-regular work hours, week nights, weekends, and holidays.

Qualifications – To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Knowledge of

- Volunteer management and motivational techniques.
- Local community organizations and special group resources.
- Principles and practices of volunteer program development and implementation.
- Principles and practices of training and supervision.



- Methods and techniques of coordinating and planning group activities.
- Principles and practices of budgeting.
- Word processing, spreadsheet, page design and layout, and database computer applications.

Ability to

- Plan, develop, implement, coordinate, organize and evaluate volunteer programs.
- Recommend and implement goals and objectives for providing volunteer services.
- Coordinate, assign, direct, and review the work of volunteers.
- Solicit for volunteers and promote the Open Space Authority volunteer program.
- Elicit community and organizational support for volunteer programs.
- Prepare and deliver presentations to the Board of Directors, businesses, organizations, agencies, and the general public.
- Establish and maintain effective working relationships with those contacted in the course of work including co-workers, office and field staff, consultants, contractors, public officials, and the general public
- Communicate clearly, concisely and effectively in English, both orally and in writing.
- Work effectively either independently or as a member of a team or work group.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education

Minimum of two (2) years of college coursework with an emphasis on recreation administration, program management or a related field.

Experience

A minimum of three (3) years of professional experience managing and coordinating volunteer programs and activities.

License and Certification

- Possession of a valid California Driver's license and a satisfactory driving record.
- Possession of automobile insurance and be insurable.
- Possession of, or ability to obtain, Basic First Aid and CPR certification.

Physical Demands & Working Environment

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform essential job functions.

Environment: Working in office environment and occasional work outdoors.

Mobility: Sitting for prolonged periods of time; extensive use of computer; walking over rough, hilly, uneven or unpaved ground and with exposure to natural elements; lifting and carrying materials weighing up to 45 pounds.

Communication: Speaking, hearing and writing English to exchange information, communicate in person, over the phone and before groups.

This is a non-exempt position

Approved by the General Manager, March 3, 2010