

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Volunteer Administrator	<u>CLASS NUMBER:</u> 70302.1	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Justice Policy and Programs	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N13	<u>POSITION CONTROL #:</u> 131008
<u>POSITION LOCATION:</u> 373 S. High St., 25th Fl Columbus, Ohio 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM to 5:00 PM	<u>SUPERVISOR (PCN):</u> Deputy Director, Survivor Services (131000)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Volunteer Specialist (131010) Volunteer Analyst (131009)		

CLASSIFICATION PURPOSE:

The primary purpose of the Volunteer Administrator classification is to oversee all aspects of volunteer recruitment, retention, training, assignment and growth of the program.

JOB DUTIES:

Supervise assigned staff to recruit and onboard new volunteers. Schedule and organize a minimum of three CASA/GAL training sessions per calendar year. Administer all aspects of training program to include scheduling of speakers, creation and updating of training manuals, equipment usage, space and refreshments. Compile security lists and schedule Judges or Magistrates for swearing-in ceremonies. Present at trainings and schedule staff for selected topics. Monitor volunteer participation as a screening tool. Plan and schedule a minimum of 12 hours of volunteer in-service training sessions annually. Track, monitor, and report all volunteer in-service hours and evaluations from training sessions. Review and select on-line training material. Update agency files on speakers, topics, and training materials to maintain a relevant and effective volunteer training program. Conduct volunteer post training-interviews to assess readiness and competency.

Schedule and direct case conference meetings with staff attorneys and volunteers. Review case closing evaluations submitted by staff attorneys and volunteers. Monitor and update volunteer records in agency database systems and generate reports as needed. Provide ongoing motivation, assistance support and consultation for volunteers. Mediate conflicts address disciplinary issues and develop corrective action plans in collaboration with the staff attorney supervisor. Monitor volunteer records in the database to ensure accuracy and compliance with local, state, and federal guidelines. Plan, direct and implement volunteer recognition, special events and other volunteer activities.

Implement, monitor and update the Volunteer Management Protocol and Handbook. Oversee volunteer involvement with the case flow process to ensure compliance with the Volunteer Management Protocol and Handbook; including but not limited to monthly updates and monitoring their process. Attend meetings, trainings, workshops and recruitment events as required. Represent the agency at community events and presentations as directed. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training and development; public relations; human relations (child abuse, neglect, drug & alcohol dependency, domestic violence, and mental health issues); agency policy and procedures. Skill in equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; deal with many variables and determine specific action; maintain accurate records; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; prepare and deliver speeches before an audience and the general public; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects; answer routine telephone inquiries; handle sensitive inquiries from public or private officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor’s degree in management, project management, volunteer management or related field with two (2) years of related experience; or any equivalent combination of training or experience.

Additional Requirements

Must maintain a valid Ohio driver’s license.

Supervisory Responsibilities

Ability to assign, review, plan and coordinate the work of other employees and volunteers, to provide instruction to other employees, to maintain department standards, to recommend discipline or discharge of other employees, to act on employee problems, and to recommend and approve transfer or promotion of other employees.

UNUSUAL WORKING CONDITIONS:

This position requires periodic evening and weekend hours.

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date