

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Volunteer Svcs/Community Partnership Coordinator GRADE: I CODE: 2344
SERIES: General Administrative DATE:9/28/10 FLSA: Exempt
EEOC: Professional

Class Definition

Under direction, performs professional volunteer and community partnership program management work to plan, direct, and implement a comprehensive departmental and/or county-wide volunteer services program. Assesses organizational needs and designs programs. Develops, organizes, and promotes goals, objectives, guidelines, budget, and operations and supervises program staff. The work requires strong analytical and communications skills, and is reviewed primarily on the basis of soundness of decisions, actions taken, and the employee's effectiveness in providing services to Commission departments and officers. Develops and implements departmental and/or county-wide programs working closely with management and departmental staff, Commission groups, agencies, citizens and volunteer organizations. Develops partnerships with community groups that promote sustained involvement. Develops and manages agreements with affiliated partners, friends groups, national, regional and local organizations. Develops grant opportunities to fund projects. Plans, designs and carries out programs in accordance with general objectives and in conjunction with Commission policies and procedures. Performs other duties as assigned.

Contacts are with individuals or groups within or outside of the organization and involve instructing, advising, planning, or coordinating to achieve desired actions as well as a negotiating to obtain agreement on matters.

Examples of Important Duties

1. Defines program goals and objectives. Develops and implements plans, policies, and procedures for volunteerism and community partnerships that support departmental or county service objectives. Coordinates activities with other Commission units and external agencies as appropriate. Identifies and ensures best management practices are utilized.
2. Works with staff to identify areas of need for volunteer and community services. Identifies areas of work responsibilities that can be performed by volunteers. In cooperation with department staff, develops appropriate, meaningful staff training opportunities in volunteer management that are mutually beneficial to the Commission and volunteer staff. Trains staff on how to effectively work with volunteers. Ensures that there is an adequate volunteer pool to meet staff requests and needs.
3. Manages and coordinates program operating budget. Analyzes revenues and expenditures, program requirements, and management directives to develop budget requests and supporting documentation. Makes presentations to explain and justify budget requests. Recommends reallocation of funds and other actions to stay within budget.
4. Develops the framework by which community and corporate partners enter into formal relationships with the Department. Develops memoranda of understanding. Develops and manages agreements with affiliated partners, friends groups, national, regional and local organizations. Manages Departmental input and approval of proposed work programs for partnerships.

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Examples of Important Duties

5. Develops recruitment plans for volunteers to include identifying job duties, target groups, and a timetable of activities. Recruits, interviews, selects and screens volunteers; matches applicant interests with program needs. Serves as a liaison with line management; provides leadership and direction for volunteer job standards and evaluation. Develops and coordinates orientation and training programs and standards.
6. Makes presentations to public, citizen groups, community organizations, employees and special interest groups.
7. Identifies community partnership opportunities via outreach (website, public speaking, media coverage, and informational materials, etc.). Works with marketing or public relations staff to develop outreach plans to recruit volunteers and partnerships that meet program needs.
8. May manage professional, administrative, or clerical staff. Plans, schedules, and assigns work. Recruits, selects, trains, and evaluates staff. Evaluates work and counsels staff on performance improvement. Conducts performance appraisals. Approves time cards and leave requests.
9. Conducts studies to evaluate overall program effectiveness, efficiency and utilization. Prepares gap analysis and implements changes to improve quality of program. Ensures utilization of effective software. Maintains records and files.
10. Coordinates activities both inside and outside the Commission to promote community support and participation. Works cooperatively with departmental offices to develop recruitment materials (e.g., brochures, press releases, public service announcements). Meets with staff to develop volunteer opportunities for respective organizational units. Develops contacts with community resources including civic groups, non-profit organizations, and other government agencies. Works to provide cooperative and mutually beneficial volunteer and partnership opportunities.
11. Develops and implements recognition programs and events for volunteers and staff. Administers the appreciation and recognition program for volunteers to ensure program appropriately acknowledges contributions of volunteers. Coordinates volunteer recognition activities.
12. Researches, interprets and educates administration and staff of local, state, regional and national initiatives, laws, regulations, trends, certifications and standards pertaining to volunteer and partnership issues. Develops and administers staff training on the use of volunteers and legal compliance.
13. Maintains knowledge of and evaluates new volunteer and community partnership methods, equipment, and technology through review of technical literature, attendance at professional seminars and conferences, and exchanges of professional information.

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Important Worker Characteristics

- A. Considerable knowledge of: (1) volunteer and community partnership program planning, development, and implementation; (2) applicable volunteerism laws, codes, and regulations; (3) principles and practices of volunteer services, recruitment, supervision, and training; (4) database utilization and data analysis/reporting; (5) safety; and (6) Commission organization, functions, and policies and procedures*.
- B. Ability to: (1) supervise; (2) analyze, evaluate and maintain programs and policies; (3) analyze and comply with government regulations and laws; (4) develop contacts with community resources; (5) make presentations and communicate effectively, orally and in writing; and (6) read and write complex reports and correspondence.
- C. Skill in operation of: (1) office equipment, including personal computer with applicable software and (2) motor vehicles.

*Developed primarily after employment in this job class.

Minimum Qualifications

1. Bachelor's degree in human resources management, natural sciences, outdoor recreation, recreation and/or park administration, or similar area; and
2. Six years of program management experience that includes planning, organizing, and implementing volunteer and community partnership programs, or programs of a similar nature;
3. An equivalent combination of education and experience.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's licenses must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required of their position.
5. Pass Commission medical exam.

Working Conditions:

Works in office environment that is adequately lighted, heated, and ventilated. Considerable pressure to meet deadlines. Incumbents may be required to travel to field offices.