

The Maryland-National Capital Park and Planning Commission

TITLE: Volunteer Svcs/Community Partnership Supervisor GRADE: 28 DATE: 5/8/2024
SERIES: General Administrative CODE: 1164 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, manages professional and administrative program management work in developing, coordinating and monitoring a comprehensive volunteer services program and community partnerships program. Oversees staff and the assessment and design of organizational needs for volunteer programs and community partnership programs; and the development and implementation of department-wide volunteer training programs. Defines, develops and implements criteria for community partnerships; recommends policies to further guide the Department's volunteer and community partnership programs. Develops, organizes and promotes goals, objectives, guidelines, budget and operations; and supervises two or more full-time career employees. Works closely with department staff; contacts may include Planning Board, County Council, community organizations, other agencies, citizens and volunteer organizations. Responsible for the development of outreach plans to recruit volunteers and partnerships with community organizations, outside agencies, citizens and volunteer organizations; and the development of agreements with partners, friends groups, national, regional and local organizations. Researches and identifies grant opportunities to fund volunteer projects. Coordinates with volunteer project managers on the development of recruitment plans for staff and volunteers to include identifying job duties, target groups, and timetable of activities; and that applicant interests are matched with the volunteer opportunity description. Assists marketing staff in the development and implementation of marketing plans to promote participation in volunteer initiatives, events, involvement and communication with local, state and federal organizations focused on volunteerism, as well as the Departmental Volunteer Recognition Program. Work (as supervisor) has an important impact on management of volunteer services and community partnership program. Applies comprehensive knowledge of volunteer and community partnership program planning, development and implementation; applicable volunteerism laws, codes and regulations; principles and practices of volunteer services, recruitment, and training; and database utilization and data analysis/reporting altogether to ensure that work products and services are effective. Performs various types of data, operational and supervisory analyses to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide and advise and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments, known or suspected problems. Incumbent independently plans and carries out the work in conformance with these parameters, established policies, procedures and accepted practices of the field of work; resolves commonly encountered problems by selecting and applying, or implementing and adjusting, the applicable guidelines. Incumbent keeps the supervisor informed and seeks assistance only for highly complex or very sensitive matters. Work is expected to meet objectives highly effectively - the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other related factors use of skill and ingenuity in overcoming technical and non-technical problems.

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Examples of Important Duties (Estimated Percentages):

1. Unit Management/Staff Supervision ($\pm 30\%$)

- Manages the assigned work program and unit. Keeps unit staff informed of Commission policies and procedures; establishes work program goals and objectives. Sets work standards; enforces work rules. Plans, schedules, assigns, and reviews the work of the unit; provides input for, recommends and administers approved unit budgets (controls expenditures). Manages programmatic objectives and operational requirements; monitors work operations by staff and volunteers. 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.
- Performs a full range of supervisory human resource (HR) management functions, unit-wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations and evaluates performance.

2. Core Functions ($\pm 60\%$)

- Manages the development, coordination, implementation and monitoring of volunteer services programs and community partnership opportunities for the department; including the development and promotion of participation in volunteer initiatives and events and promotion of volunteer and community partnership programs to potential volunteers and community partners.
- Manages and coordinates program operating budget. Analyzes revenues and expenditures, program requirements, and management directives to develop budget requests and supporting documentation. Provides explanation and justification for budget and grant requests. Recommends reallocations of funds and other actions to stay within budget.
- Works with volunteer program managers and senior leadership to identify areas of need for volunteer and community services; which involves identifying areas of work responsibilities that can be performed by volunteers and community groups. In cooperation with department staff, develops appropriate, meaningful staff training opportunities in volunteer management and community partnerships that are mutually beneficial to the Commission and volunteer staff and training staff on how to effectively work with volunteers. Ensures that there is an adequate volunteer pool to meet staff requests and needs. Drives Commission vehicles to present program information to the public, citizen groups, community organizations, and special interest groups.

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- Oversees lower level Volunteer Coordinators to ensure adherence to Commission policies and procedures for volunteers, including identifying job duties, target groups, and activity schedules. Manages the recruitment process; which includes interviews and selection to align applicant interests with program requirements. Directs the development and coordination of orientation, training programs and standards. Provides leadership and guidance for volunteer standards and evaluations.
- Advises and coordinates the development of outreach plans to recruit volunteers and community partnerships that meet program needs by working with marketing or outreach staff. Coordinates activities to promote community support and participation. Works 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 community partnership opportunities.
- Fosters partnerships to enhance and advance the department's mission. Collaborates with Leadership, Legal, Risk Management and Safety to create or update volunteer and community partnerships policies. Collaborates with diverse partners to meet shared goals; such as improving parkland health, preserving fragile natural and cultural resources, supporting recreational activities, and promoting healthy lifestyles. Creates community-based partnerships that play a vital role in providing support and services to Commission sites, facilities, and programs (e.g., assisting with stewardship activities, developing visitor programs, coordinating events, and building community relations). Leads a team dedicated toward fulfilling the shared vision with community-based organizations and ensuring partnerships and volunteer outcomes that contribute to the success of the Commission.
- Develops the framework by which community or corporate partners enter formal relationships with the Department. Develops and manages memoranda of understanding and agreements with partners, friends groups, national, regional and local organizations; as well as Departmental input and approval of the structure of proposed work programs for partnerships. Oversees the development and evaluation of community partnership proposals.
- Oversees studies of overall effectiveness, efficiencies and utilization of volunteer and community partnership programs; ensures analysis of data is performed and recommends changes to improve quality of program. Manages utilization of volunteer management software.
- Advises program volunteer managers on the recognition programs and events for volunteers and their staff. Administers the appreciation and recognition program for volunteers to ensure program appropriately acknowledges contributions of volunteers. Coordinates volunteer recognition activities.

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- Researches, identifies and oversees grant funded volunteer service programs, including budgeting management of the grant and reporting to the grantor.

3. Other (±10%)

- Ensures the safety of volunteers in accordance with local, State and Federal laws as well as standards in coordination with Risk Management and Safety; such as ensures volunteers meet all position requirements before considered for a volunteer position.
- 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.
- Oversees maintenance of records and files, including the preparation of reports on the use of volunteers; as well as the renewal of community partnerships and agreements including the required documents for compliance work plans, insurance certificates and end of year reports.
- Confirms best practices are communicated to volunteer project managers and senior leadership following attendance at professional seminars and conferences, and exchanges of professional information relevant to volunteerism and community partnerships.

Important Worker Characteristics:

- A. Comprehensive knowledge of (1) volunteer and community partnership program planning, development, implementation and evaluation; (2) applicable volunteerism laws, codes and regulations; (3) principles and practices of volunteer services, recruitment and training; (4) database utilization and data analysis/reporting; (5) safety and risk avoidance; and (6) Commission organization, functions, and policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees at the first level of supervision, or ability to rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- C. Skill and ability to (1) develop, coordinate and monitor programs and policies; (2) ensure compliance with government regulations and laws pertaining to volunteer and partnership programs; (3) develop and maintain professional contacts with community resources; and (4) oversee preparation of complex reports and correspondence.

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- D. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and making recommendations and decisions. Examples include applying principles to independently solve difficult problems and achieve goals.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other desired action(s). This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance or other desired results. Examples include maintaining communications and networking with a wide variety of internal and external contacts; communicating clearly and concisely to a varied audience with wide ranging needs and requirements.
- F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team and mediating disputes.
- G. Skill in using a computer; modern office suite software (such as MS Office), enterprise software, specialized software.

Minimum Qualifications (MQs):

- 1. Bachelor's Degree in Human Resources Management, Public Relations, Communications, Natural Sciences, Recreation, Park Administration or any related area.
- 2. Four (4) years of experience in program administration, project management or volunteer management, including two years as a supervisor.
- 3. An equivalent combination of education and experience may be substituted, which together total eight (8) years.
- 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.

Working Conditions:

Works in an office setting; may work outdoors on an incidental basis and exposure to inclement weather. May need to work evenings and weekends on an incidental basis. Work is primarily sedentary and requires light physical effort; and may need to wear personal protective equipment when working outdoors. May be subject to various job demands such as high volume of work and tight deadlines. Considerable pressure to meet deadlines. Incumbents may be required to travel to other offices.