

**Coordinator – Volunteer Services**

**GENERAL SUMMARY**

Primary function of the job is to recruit, train, assign, and support citizen volunteers within Probate and Family Court. Incumbent plans, implements, and directs volunteer programs, including managing program budgets and staff.

Employee must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This job may require travel by the employee in the employee's own vehicle.

**PRIMARY DUTIES AND RESPONSIBILITIES** (may include but are not limited to the following)

- Provides program management and serves as supervisor and/or volunteer coordinator within a department, including interviewing and selecting applicants, training, overseeing work and establishing and evaluating appropriate performance standards in accordance with Probate Court, Family Court and CASA objectives and requirements.
- Recruits and trains citizen volunteers through formal training sessions and in-service trainings.
- Creates forms, calendars, newsletters, brochures, pamphlets, flyers, and/or other collateral materials in support of unit operations and activities.
- Assists in the preparation and monitoring of program budget and identifies and reports potential financial overruns and variances at an early stage.
- Participates in and/or reports to a variety of meetings, committees, professional associations, Boards, community collaborative, and/or other related groups. Hours may be irregular.
- Plans, organizes, and implements volunteer programs and events to provide improved services.

Must maintain CASA certification.

**EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- Bachelor's Degree in social work, criminal justice, law enforcement or a related human services field
- Four to six years professional experience coordinating a volunteer program

**CERTIFICATIONS, LICENSES** (minimum requirements)

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- Work is performed in an office environment.
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel.
- May occasionally be required to lift/move up to 50 pounds.
- May be exposed to infectious diseases and/or criminal suspects or prison inmates.

**KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- General knowledge of Probate Court and Family Court statutory and regulatory requirements, including neglect and abuse matters, guardianships, conservatorships, and juvenile delinquencies
- Knowledge of community resources as they relate to Probate Court and Family Court.
- Knowledge of generally accepted accounting and bookkeeping principles
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search, and compile data, including Word, Excel, Publisher and any county/court/state programs utilized by the Court.
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Knowledge of basic supervisory and employee management principles.
- Knowledge of applicable employee rights, protections, and avenues of appeal
- Knowledge of applicable policies and procedures governing the hiring, employment, and separation of employees
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones

## Grand Traverse County, MI Job Description

- Skill in assigning, prioritizing, monitoring, and reviewing work assignments
- Skill in mentoring and training employees and volunteers with varying educational backgrounds and aptitudes
- Skill in anticipating potential personnel issues and taking appropriate action
- Ability to understand managerial policies and prioritize the needs of the unit.
- Appropriately and effectively represent the County at a variety of community events and activities in support of positive public relations initiatives and develop liaison relationships between the community and the County.
- Ability to assess and provide guidance within area of specialized knowledge
- Ability to interpret and explain policies, processes, regulations, and applicable laws within area of expertise
- in layman's terms
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to facilitate and coordinate meetings effectively and efficiently
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently