

Volunteer Supervisor

The following is a sample job description for a volunteer supervisor:

QUALIFICATIONS

- Bachelor's degree in social service-related field or three years experience in volunteer coordination and/or social services
- The ability to communicate with, supervise and empower volunteers to be effective in their roles— experience with volunteers preferred
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect— experience working with such families preferred

RESPONSIBLE TO

- Executive director

DUTIES & RESPONSIBILITIES:

VOLUNTEER TRAINING

- Assist with volunteer recruitment
- Screen and interview prospective volunteers
- Schedule, coordinate and attend all training classes, assisting as moderator and/or presenter
- Assist with customization of the training manual

CASE MANAGEMENT

- Coordinate, document and channel all CASA/GAL volunteer requests until resolution
- Match case with appropriate volunteer in consultation with the executive director
- Initiate orders for assignment of volunteer to case and prepare statement to judge
- Consult with CASA/GAL volunteers about problems or concerns
- Attend docket call when necessary
- Initiate orders to rescind and prepare statement for judge

VOLUNTEER SUPERVISION

- Make a minimum of a monthly contact with each volunteer and receive a written monthly report from each volunteer
- Provide assistance and consultation as needed and when requested
- Schedule, coordinate and attend ongoing in-service programs
- Keep necessary and appropriate volunteer records as directed by the executive director
- Consult with appropriate child protective services staff regarding client needs and volunteer assignments

PROGRAM ACTIVITIES

- Attend all available conferences and workshops for the development of programs for volunteers
- Assist in orientation of student staff
- Attend bimonthly staff meetings
- Assist with public education about volunteer program (e.g., to child protective services, employees, etc.)
- Assist in volunteer appreciation events
- Make program decisions during executive director's absence