



Volunteer Recruitment Series: Position Descriptions Worksheet

Please complete before attending or watching the Volunteer Personas Workshop. This worksheet will ask you to reflect on the Position Description for the role you've chosen. If you don't have a full Position Description you may want to build that before completing this worksheet. There is a template and sample position descriptions provided below if needed.

Look at the responsibilities outlined – Which of them give volunteers an opportunity to make a tangible impact on your organization, clients, or community.

Direct service roles have the most of these types of activities, but if you're working on a "behind the scenes" role consider where a volunteer might be able to see the progress they've made, or systems they've put in place.

What types of skills are volunteers using to complete these responsibilities?

Consider both broad categories like caring/helping skill, professional skills, and advocacy skills as well as more specific skills like patience, or Excel proficiency. Consider identifying 3-5 skills or qualities and ranking them in order of importance. Which of these are things people can learn, and which are traits that people usually bring with them?

How well are your current recruitment strategies working for this role?

Consider how many volunteers express interest, how many complete screening/training, how many start volunteering, and how many complete your requested/required time commitment?

When you think about the volunteers successfully doing this work are there things that they have in common?

These could be similar professional backgrounds, like being a teacher/educator. These could also be traits or characteristics like being detail-oriented or flexible. You can also consider common goals, motivations, or reasons for volunteering.

Are there other types of people – besides the ones you're currently recruiting – that you'd like to recruit for this role?

This is what I've referred to as "aspirational" volunteers. It can be based on tangible traits – volunteers of a certain age range, specific backgrounds or experiences or intangible traits like why or how people want to volunteer.



Volunteer Recruitment Workshop Series Sample Position Descriptions

Title: ESL Conversation Club Coordinator

Department or Team: Literacy Program

Responsible to: Adult and Family Literacy Program Coordinator

Works With: Literacy program staff (paid and volunteer) and clients/students

Description of Role: This position enhances our organization's services to English language learners by overseeing and implementing volunteer-led Conversation Clubs. By providing this service this position enhances the library's position as an essential community agency. The Club Coordinator will also have the satisfaction of knowing that he or she has changed lives, and brought a much-needed service to library clients.

Primary Responsibilities:

- Select, develop and lead a multi-talented team to enhance the library's English Conversation Clubs.
- Develop additional curriculum materials for English Conversation Clubs.
- Expand the library's role as an important community agency and become familiar with local adult education schools/resources.
- Increase the community's awareness about library services, programs and use of resources.

Secondary Responsibilities:

- Complete initial and ongoing training for Conversation Club Coordinators.
- Meet monthly with each Conversation Club leader/team member.
- Track attendance at Conversation Clubs
- Log hours spent planning and conducting Conversation Clubs
- Report any concerns or conflicts with other Conversation Club staff to Volunteer Coordinator.

Skills/Qualifications Needed:

- Knowledge and experience in the field of English language learning or another teaching discipline.
- High degree of initiative and creativity.
- Ability to develop and work with a team.
- Leadership skills.
- Experience in using Microsoft Office, internet and e-mail.



Desired Experience:

- Previous experience with adult education.
- Previous experience creating or running programs, or organizing projects.

Training:

Initial training and orientation will be provided, as well as additional support and training to be developed as the program grows.

Time Commitment:

12 month commitment. Time per week flexible as determined by goals and objectives. Additional time spent meeting with Conversation Club leaders/team members.



Title: Nature Education Guide

Department: Environmental Education

Reports to: Director of Environmental Education

Works with: Environmental Education Guides

Description of Role:

Our Nature Education Guides inspire in youth an awe for nature, love of animals, and willingness to taste new foods from the garden. Guides teach ecological concepts, and organic farming to youth ages 7 to 10 who visit us during a half-day field trip.

Primary Responsibilities:

- Lead groups of 8 to 10 youth on hikes and tours of the farm and garden.
- Teach ecological concepts and organic agriculture that is age appropriate using experiential education technique.
- Manage safety.

Secondary Skills:

- Attend morning check-in meeting and afternoon check-out
- Effectively assist adult chaperones attending trip with youth
- Attendance at special events as needed

Skills needed:

- Passion for nature, organic farming, and youth empowerment!
- Ability to engage youth.
- Ability to manage group of 8 to 10 youth.

Desired Experience:

- Extensive training provided
- Previous experience with youth a plus!
- Knowledge of California native plants and ecosystems, organic farming, and ecology a plus!
- Passion for the mission, environmental education, and youth empowerment

Time Commitment:

One half day each week



Title: Online Job Counselor

Department or Team: Employment Programs

Responsible to: Employment Programs Director

Works With: Employment Program staff (paid and volunteer) and job seekers

Description of Role: This position teaches clients to use computers, access the internet wirelessly, use the internet, and use computer software to access online job postings and to apply for jobs online. This training provides a much-needed service to our clients by assisting them, and to the community by increasing patron's technology skills and general computer literacy. This position offers the opportunity to meet new people, help others, and work in a pleasant environment.

Primary Responsibilities:

- Provide individual help to clients using computer work stations.
- Assist clients using the internet to conduct job searches.
- Assist clients in using Microsoft software and other specialized software.
- Help clients use other library machines such as copiers, printers, and checkout machines.
- Refer clients to Program Director as needed.
- Inform Program Director of any issues or problems with machines.

Secondary Responsibilities:

- Be responsive and courteous to clients.
- Comply with organizations dress code for volunteers – see Volunteer Handbook for specific information on the dress code.
- Sign in to and out of volunteer log book at the start and end of each shift.
- Keep the Volunteer Coordinator up-to-date with personal and emergency contact information.
- Report any concerns to Program Director.

Skills/Qualifications Needed:

- Patience
- Good verbal communication skills
- Enjoys working with others
- Willing and able to follow directions
- Experience in using Microsoft Internet Explorer, internet search tools, and other Microsoft software programs.



Desired Experience:

- Experience with online job search tools or resume writing.
- IT professional or strong computer generalist.
- Previous experience teaching others to use technology.

Training:

Up to 6 hours of training and orientation will be provided, as well as additional training in use of machines and specialized software.

Time Commitment:

Two or more hours per week with a minimum of a six month commitment.



Writing Accurate and Useful Position Descriptions

Volunteer Position Description Template

Title: (Remember Volunteer is a staff category not a title. Example: Lead Science Lab Mentor)

Department or Team:

Responsible to:

Works With:

Description of Role: (Be brief but accurate. How does the position fit into the organization? What impact does the position make?)

Primary Responsibilities: (Day to day actions and recurring responsibilities)

Secondary Responsibilities: (team or organizational responsibilities, actions required of all volunteers)



Skills/Qualifications Needed: (What does a volunteer need to be able to do to be successful?)

Desired Experience: (Experiences, characteristics or traits that can help a volunteer succeed)

Time Commitment: (Hours per week, length of commitment)