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TITLE: Volunteer Coordinator Guidelines

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city of santa paula

Volunteer Coordinator Guidelines

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crp 463 senior project
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Executive Summary

The City of Santa Paula has the opportunity to expand their volunteer base with a Volunteer Coordinator, especially because community members have shown interest. The City already has several volunteer programs; however, these programs lack one entity to report to and coordinate with. A Volunteer Coordinator may highly benefit the City. The Volunteer Coordinator will complement the City departments and agencies by supporting their current programs and work with volunteers' help. The Volunteer Coordinator will serve as a liaison between volunteer programs and City departments and agencies. Having the Volunteer Coordinator organize volunteers and deal with other administrative volunteering matters will allow the City and volunteer programs to focus their efforts toward the work that needs to be accomplished.

The Volunteer Coordinator Guidelines outlines the profile of Volunteer Coordinators, interviews with Volunteer Coordinators, and most importantly, how the City of Santa Paula can utilize this information to incorporate a Volunteer Coordinator. The profile includes information regarding Volunteer Coordinator duties and salaries. The interviews with City of Sacramento and City of Ventura Volunteer Coordinators provide insight into how other cities have generated the need for a Volunteer Coordinator, implemented the position, and successfully kept the Volunteer Coordinator.

The final two sections directly apply the previous research to the City of Santa Paula. It will serve as a guide to successfully incorporate a Volunteer Coordinator. The ultimate purpose of the Volunteer Coordinator Guidelines is to facilitate that process.

1 | Introduction

ISSUE

The City of Santa Paula Community Services Department oversees recreation, activities, programs, and services in addition to City volunteer programs. The City offers many recreation activities and services available to community residents through organizations, such as nonprofit agencies, commercial recreation operators, and volunteer groups. The Youth Sports leagues, community events, and cultural activities are claimed to be the City's most popular programs.

Due to limited funds, the Community Services Department neither print and distribute guides promoting community recreation programs, activities, and services nor list and promote programs and services on the City's website. The loss of these two resources hinders the City's ability to inform the community about programs and services.

Regarding this issue, community members within the City of Santa Paula have expressed interest in more volunteer opportunities or, specifically, a Volunteer Coordinator. During a community outreach event on February 10, 2012 for CRP 411 Community Planning Laboratory, Agriculture Science Academy and Human Services Academy students at Santa Paula High School voiced their enthusiasm for expanding volunteer programs and opportunities. On March 12, 2012, CRP 411 students presented suggested key strategies to implement, one of which was to hire a part- or full-time Volunteer Coordinator. A City Council member voiced his enthusiastic support for a Volunteer Coordinator. Thus, the support for expanding programs and services appears to be present. In addition, volunteering brings community members together to build a connected community. The City of Santa Paula could utilize these opportunities to strengthen the community.

PROJECT PURPOSE

One of the purposes of this senior project is explore the process for successfully incorporating a Volunteer Coordinator into a municipal organization. This includes research surrounding the following questions: What are the duties of Volunteer Coordinators? What is the salary range of Volunteer Coordinators? How are Volunteer Coordinator positions set up? How are the duties of Volunteer Coordinators related to city planning? How have other cities dealt with Volunteer Coordinators and other volunteer demands? How will the City of Santa Paula benefit from hiring a Volunteer Coordinator?

The secondary purpose of this project is to develop Volunteer Coordinator Guidelines that the City of Santa Paula may directly utilize. It includes background information, interviews, and finally, recommendations to the City of Santa Paula regarding implementation of a Volunteer Coordinator based on research and findings.

The ultimate purpose of this project is to facilitate the process of hiring a Volunteer Coordinator. Considering the previously mentioned demand and support, the City would benefit from a Volunteer Coordinator. A Volunteer Coordinator could assist, support, and

collaborate with City Staff. Staff can then focus on urgent, time-sensitive matters. By allocating efforts to various areas, the City can strive toward fulfilling the Santa Paula vision of creating a “beautiful, safe, and economically thriving community.”

PROJECT ORGANIZATION

This project will consist of three parts:

Section 1: Profile of Volunteer Coordinator

This section outlines the general duties of Volunteer Coordinators. This section will further discuss what Volunteer Coordinators do in regards to city planning in addition to programs Volunteer Coordinators typically oversee.

Section 2: Interviews

This section elaborates on interviews conducted with two City Volunteer Coordinators. From these interviews, conclusions will be drawn of what worked for certain cities.

Section 3: Implementation of Volunteer Coordinators

This section explores the steps it takes to set up a Volunteer Coordinator position and specifically examine the steps the City of Santa Paula would need to take to incorporate a Volunteer Coordinator.

Section 4: Recommendations

The final section will summarize the findings from the previous sections and relate them specifically to the City of Santa Paula.

Guidance for this project will be provided by California Polytechnic State University, San Luis Obispo City and Regional Planning Department and Senior Project Advisor Scott Bruce.

2 | Profile of Volunteer Coordinators

This section outlines the general duties of Volunteer Coordinators. This section will further discuss what Volunteer Coordinators do in regards to city planning in addition to programs Volunteer Coordinators typically oversee.

PROFILE OF VOLUNTEER COORDINATORS

The U.S. Bureau of Labor Statistics reported that more than 62 million Americans volunteered in 2009. Volunteer Coordinators organized these efforts for many group organizations and agencies. Managing volunteers, in many ways, is more challenging than managing paid staff. Volunteers are often there because they want to be, but each volunteer comes with different expectations and varying levels of commitment. A Volunteer Coordinator can successfully manage a group of volunteers, whether they are teenagers cleaning parks or retirees arranging bouquets of flowers for downtown streetlamps.

Duties

Volunteer coordinators are the liaison between the organization, staff, volunteers, and recipients of services. They must fully understand the volunteer program of their organization and be sensitive to the climate volunteers are working in. Training required for this position varies by organization. The job requires managerial, organizational, and interpersonal skills. The job is not demand an extensive amount of formal education; however, a college degree is highly preferred. Since Volunteer Coordinators are responsible for a variety of tasks, boredom is seldom coupled with this job. The general duties of Volunteer Coordinators are as follows: coordinate; manage, direct, and communicate; recruit and evaluate; promote and market; and administrate.

Coordinate

Volunteer Coordinators organize, direct, manage, and supervise. They are responsible for arranging committee meetings, events, activities, and special projects, such as a volunteer appreciation banquet. It is also their duty to manage budgets by maintaining fee records to ensure that volunteer support fees are correctly covered. Volunteer Coordinators are responsible for ensuring that all activities are recorded and that any expenses incurred are reimbursed (Lilly, 2012).

Manage, Direct, and Communicate

Volunteer Coordinators manage and direct volunteers who serve their organization as well as provide on-going training and support to ensure quality service on the behalf of volunteers. They also provide support, advice, and guidance to volunteers to guarantee that they carry out their responsibilities effectively (Cushway, 2006). It is crucial that Volunteer Coordinators communicate regularly with Staff to inform them of the role and contribution of volunteers.

Recruit and Evaluate

Volunteer Coordinators are responsible for recruiting and training volunteers. They should screen, interview, and select individuals to serve as volunteers. The next step is to then ensure that the work the volunteers perform is in compliance with the organization's standards.

Volunteer Coordinators also monitor any certification process the volunteers are required to complete. At the end of the volunteer's committed term, Volunteer Coordinators evaluate the volunteer's performance and reflect on how to improve volunteer programs.

Promote and Market

Volunteer Coordinators are promoters and marketers. They advertise the successes of their organization and the benefits of serving there as a means to recruit volunteer support and more volunteers. Volunteer Coordinators can use their organization's website, job fairs, and other promotional events as ways to market volunteer opportunities.

Administrate

Volunteer Coordinators are administrators. They are responsible for office duties, such as typing, file and record maintenance, and operating various office machines. In addition, they are expected to be computer literate.

Salary

The salary range for Volunteer Coordinators depends on the size of the organization, amount of the institution's endowment for nonprofit groups, and the experience and talents of the Volunteer Coordinator in attracting and keeping volunteers. Indeed reports that the average salary in April 2012 is \$36,000. The U.S. Bureau of Labor Statistics reported that training and development specialists working for-profit and corporate volunteers earned an average income of \$51,450 in 2008.

VOLUNTEER COORDINATORS AND CITY PLANNING

There are aspects of volunteer work that relate to city planning, but the position is primarily designed to support the current work and programs of City departments and agencies.

Volunteering benefits the individuals in the community, but it also improves the physical realm of the City. For example, a group of volunteers planting smaller trees along the main downtown street improves the aesthetics of the street. Volunteers assist with "low-hanging fruit" projects, which are courses of action undertaken quickly and easily with noticeable results as part of a wider range of changes or solutions to a problem.

3 | Interviews

This section examines various cities that employ Volunteer Coordinators and what they specifically do for their cities. The two Volunteer Coordinators interviewed are of Mary Lynn Perry from the City of Sacramento and Rosie Ornelas from the City of Ventura.

CITY OF SACRAMENTO

The City of Sacramento's Volunteer Program encompasses opportunities supporting efforts in all City departments. Sacramento prides itself on having volunteers who provide a broad range of expertise, talent, and manpower for City programs. The program also gladly helps volunteers gain new skills, meet new people, make use of talents, develop greater knowledge and understanding of city government, help solve community issues, secure job references, explore career possibilities, and gain personal satisfaction of making a difference in their community.

The volunteers of Sacramento help with special events, animal care, gardening, tours, arts and crafts, and child development, to name several. Some departments utilize volunteers as young as 12, while others require the volunteer to be at least 18. Short-term options include helping with fairs, festivals, sports activities, and other one-day events. On-going opportunities offer the chance to work with youth and seniors as well as animals. Unpaid internships and group options are also available.

Mary Lynn Perry is the Volunteer Coordinator for the City of Sacramento. Her position is based out of the Department of Human Resources/Administration. She has worked for the City for nine years. Her position was set up through the City Manager's office, while the City Council developed and approved her position. According to Mary, she oversees all volunteer programs in the departments that have reporting relationships to the central office in the Department of Human Resources, which is where she is housed. Each department has volunteers providing services and support. Mary is also oversees and runs the volunteer income tax assistance program. Although Mary feels that there are aspects of her work that are related to city planning, she feels the position is designed to support the current work and programs of City departments and agencies.

Mary believes a strong Volunteer Coordinator exhibits the following characteristics: ability to multitask, flexibility, ability to learn new things constantly, good people skills, and adept to technology. Mary finds her job to be extremely rewarding since there is always something new happening, but also for that reason, the constant change is the biggest challenge of the job.

CITY OF VENTURA

The City of Ventura's volunteer program is the Volunteer Ventura! program. Volunteer Ventura!'s mission is to "[mobilize] community members to enhance the quality of life in Ventura by fostering meaningful volunteer participation through dynamic partnership" (City of Ventura, 2010). The City offers a wide range of one-time, on-going, and seasonal volunteer opportunities to suit a variety of interests and age groups. These opportunities include but are not limited to the following:

Environmental:

- Beach, park and riverbed cleanups
- Habitat restoration
- Gardening

Public Outreach:

- Volunteers in policing
- Resource center
- City Hall ambassadors
- Historic and public art docents

Special Events/Cultural Programs/Recreation:

- Event assistance
- After school programs
- Coaching/youth sports

Administrative/Program Support:

- Clerical
- Internships
- Print shop aid
- Accounting

Rosie Ornelas has worked for the City for about five years. Her position is based out of the Parks and Recreation Department. When Rosie started, there were two Volunteer Coordinator positions: one under Partners in Progress (a program that dealt with beach and park cleanups) and the other under the Parks and Recreation Department. Due to limit funding, one Volunteer Coordinator under the Parks and Recreation Department now oversees all volunteering programs and efforts.

Rosie coordinates with a wide range of programs and organizations, such as individuals, clubs, student internships with the local colleges, religious groups, and corporations. The number of volunteers she works with varies. She has worked with as many as 500 volunteers at one-time volunteering events and 100 regular volunteers. There is a mix of youth, college students, retirees, and families. Most of the volunteers are youth or retirees because Rosie finds that those groups of people have the most time to spare.

The Volunteer Ventura! program has grown since Rosie started five years ago. The position has transformed from reactive to active. The Volunteer Coordinator used to wait for calls, but now the Volunteer Coordinator takes a more dynamic role. The volunteer base has expanded because of stronger connections with the school districts. Technology has also been a helping force in expanding their volunteer base. Volunteer Ventura! established regular volunteer events, which can be found on a calendar posted on their website. More than 1,200 people are subscribed to the volunteer e-newsletter, and the Volunteer Ventura! Facebook has over 500 “likes.”

In Ventura, the most popular volunteer activity is their beach cleanups. Rosie noted that she does not work exclusively with people from Ventura. She receives several Santa Paula residents, especially with beach cleanups.

Rosie is extremely enthusiastic about her job. In order to be a successful Volunteer Coordinator, she emphasized several crucial skills: friendliness, flexible, motivating, and able to work with a diverse group of people (varying in age, ethnicity, and areas of work). She values each volunteer because she knows that each individual has a unique skill to offer.

4 | Implementation of Volunteer Coordinators

This section explores the steps it takes to set up a Volunteer Coordinator position and specifically examine the steps the City of Santa Paula would need to take to incorporate a Volunteer Coordinator.

SETTING UP A VOLUNTEER COORDINATOR POSITION

There are several steps necessarily to create a Volunteer Coordinator position. Although each city has their own approach, this is a general process that most cities would follow:

1. City Staff writes a Staff Report to City Manager (or whoever the Volunteer Coordinator would report to) stating the need for a Volunteer Coordinator, how the City would benefit from a Volunteer Coordinator, the job description of a Volunteer Coordinator, and most important, allocate funds to support a Volunteer Coordinator.
2. If the City Council approves of the proposal, then a typical hiring process takes place—applications submission and interviews.
3. After interviews and deliberation, the most suitable candidate is hired.

IMPLEMENTATION PROCESS OF SANTA PAULA FOR A VOLUNTEER COORDINATOR

According to Ed Mount, Community Services Department Director, the following are the steps necessary to establish a Volunteer Coordinator position within the City of Santa Paula:

1. City Staff submits a proposal to Human Resources.
2. Human Resources then send this proposal to the City Manager.
3. The Union is contacted about the position to ensure that they are aware of it.
4. The proposal is then sent to City Council for approval.
5. Once the proposal has been approved, a typical hiring process of accepting applications and doing interviews follows.

Ed Mount supported the idea of a Volunteer Coordinator. However, he noted a key obstacle: lack of resources. Right now, nearly all cities are struggling with the same issue. Cities need to ask themselves where their priorities lie. What does the City need? Why is a Volunteer Coordinator crucial for the City of Santa Paula?

5 | Recommendations

Currently in the City of Santa Paula, there is no single entity that deals with volunteer-related matters. A few people head different aspects of volunteering. The Community Services Director works with service groups like non-profit groups and volunteers, while the Recreation Supervisor coordinates special events and sports. Their positions in relation to volunteer work are not official positions.

With current economic conditions, many cities lack resources and now turn to volunteers for helping hands. Santa Paula residents, especially the youth, sometimes volunteer in the neighboring City of Ventura because they provide more opportunities. Although Santa Paula residents' efforts are greatly appreciated, the City of Santa Paula should accommodate the volunteers within their City. The students from Santa Paula High School's Agriculture Science Academy and Human Services Academy speak with great love for their city—their home. Nearly all of the students greet volunteer opportunities with enthusiasm. A Volunteer Coordinator could direct their energy toward enhancing their City through volunteer and community-building efforts.

The downturn of the economy resulted in decreased resources for the City of Santa Paula. This put a strain on remaining City Staff because it increases the workload and pressure with reduced staffing. Although the ability to support a Volunteer Coordinator seems unlikely, the City of Santa Paula could highly benefit from an immediate and long-term perspective.

As Ed Mount suggested, the Volunteer Coordinator position could be based out of the Community Services Department since they already organize volunteer efforts. Like how the Ventura Volunteer Coordinator started, the Santa Paula Volunteer Coordinator can initially serve as a supportive member, but the role of the Volunteer Coordinator will shift as the position becomes well-established. In the beginning, the Volunteer Coordinator's job will be to assist City departments and agencies to alleviate the increased workload. It is essential to note that the Volunteer Coordinator is not a replacement for existing City Staff. The Volunteer Coordinator is intended to complement the work of City departments and agencies. As the position grows, the Volunteer Coordinator can solely focus on volunteer-related matters and fully embrace their duties as Volunteer Coordinator. The transition from a supportive to independent role benefits the Volunteer Coordinator and City to slowly see what does and does not work for Santa Paula.

The Volunteer Coordinator will serve as the liaison between the City, staff, volunteers, and recipients of services. They will be the contact necessary to coordinate between two parties. For instance, if Santa Paula in Bloom wishes to work toward the beautification of downtown, then they can contact the Volunteer Coordinator who can either directly coordinate an event or connect the City for their discretion.

The Volunteer Coordinator should strengthen ties with the school districts. With a large volunteer base of youth volunteers, strengthening ties with the school districts can further expand that base. This opens up opportunities for the City as well as the students. The

Volunteer Coordinator can present a student with many options. He/she can intern or work with a specific volunteer group. The more options students have, the more room they have to succeed.

The City of Santa Paula should seize the opportunity to expand their volunteer system. The community includes many people who are willing to devote their time and energy to the City for a stronger community.

SUGGESTED PROGRAMS FOR SANTA PAULA VOLUNTEER COORDINATOR

The specific programs that Volunteer Coordinators oversee vary depending on the organization. The following are examples of programs the City Volunteer Coordinators may supervise within Santa Paula:

Park Cleanups

During community outreach events, community members—young and old—voiced their discontent of park conditions. A Volunteer Coordinator could rally volunteers to partake in a park cleanup.

Youth Commission

The community highly values the youth of Santa Paula. According to the Santa Paula Vision Statement, “Santa Paula believes that its youth represent the future and supports them through meaningful activity and mentorship.” To fully represent Santa Paula’s youth population, the Youth Commission should be primarily comprised of youth members with one or two adults for administrative assistants. A Volunteer Coordinator can stand as one of those administrative assistants.

Youth Sports

The youth in Santa Paula actively play organized sports with school- and/or community-sponsored teams. Most of the community-sponsored teams are organized and coached by volunteers. A Volunteer Coordinator can link all the youth sports organizations together and assist where needed.

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7 | Appendix

INVENTORY OF VOLUNTEER PROGRAMS IN SANTA PAULA

This is a compilation of groups that volunteer as well as organizations that offer volunteer opportunities. This may not be a complete list.

Aviation Museum of Santa Paula
830 East Santa Maria Street
Santa Paula, CA 93060
(805) 525-1109

<http://www.aviationmuseumofsantapaula.org/volunteer-opportunities/>

AYSO Soccer Santa Paula Region 82

http://aysos82.clubspaces.com/default_css.aspx

Briggs School District
12465 Foothill Road
Santa Paula, CA 93060
(805) 525-7540

<http://www.briggsesd.org/>

Buenaventura Christ of Christ
15500 West Telegraph Road Unit D34
Santa Paula, CA 93060
(805) 525-6843

<http://www.bvchurchofchrist.org/>

California Oil Museum
1001 East Main Street
Santa Paula, CA 93061
(805) 933-0076

<http://www.oilmuseum.net/>

Canine Adoption and Rescue League
(805) 644-PETS (7387)

http://www.carlvc.org/RP_WebDoc.asp?ttid=206

First Presbyterian Church of Santa Paula
121 Davis Street
Santa Paula, CA 93060
(805) 525-6654

presbyoffice@verizon.net

<http://sppresby.com/>

Meals on Wheels

<http://www.mowaa.org/> (national website)

Mupu Elementary School District

4410 North Ojai Road

Santa Paula, CA 93060

(805) 525-6111

<http://www.mupu.k12.ca.us/>

Preserve America Community

<http://www.preserveamerica.gov/PAcommunity-santapaulaCA.html> (national website)

Rotary Club of Santa Paula

<http://www.santapaularotary.org/>

Santa Paula Chamber of Commerce

200 North Tenth Street

Santa Paula, CA 93060

info@santapaulachamber.com

<http://www.santapaulachamber.com/>

Santa Paula Church of Christ

276 West Santa Paula Street

Santa Paula, CA 93060

(805) 525-3645

spcochrist@aol.com

<http://santapaulachurchofchrist.com/>

Santa Paula Elementary School District

201 South Steckel Drive

Santa Paula, CA 93060

(805) 933-8800

<http://www.spesd.org/site/default.aspx?PageID=1>

Santa Paula Historical Society

historian@santapaulahistoricalsociety.org

<http://www.santapaulahistoricalsociety.org/>

Santa Paula Hospital

825 North Tenth Street

Santa Paula, CA 93061

(805) 933-8600

<http://www.vchca.org/hospitals/santa-paula-hospital>

Santa Paula in Bloom (part of American in Bloom)
<http://www.santapaulainbloom.com/>

Santa Paula Kiwanis
(805) 616-3719
<http://www.santapaulakiwanis.org/>

Santa Paula Theater Center
125 South Seventh Street
Santa Paula, CA 93060
(805) 525-4645
<http://www.santapaulatheatercenter.org/>

Santa Paula Union High School District
500 East Santa Barbara Street
Santa Paula, CA 93060
(805) 525-0988
<http://www.spuhsd.k12.ca.us/>

Thomas Aquinas College
10000 North Ojai Road
Santa Paula, CA 93060
(805) 525-4417
<http://www.thomasaquinas.edu/>

Valley Foursquare Community Church
611 East Main Street
Santa Paula, CA 93060
(805) 525-4273
<http://www.vcfconline.com/>

INTERVIEW CORRESPONDENCE

The following are the interview questions and answers from correspondence with Volunteer Coordinators and Santa Paula Community Services Department Director:

Mary Lynn Perry, City of Sacramento Volunteer Coordinator

(916) 808-8317

mperry@cityofsacramento.org

1. *How long have you been a Volunteer Coordinator for the City of Sacramento?*
Nine years
2. *Who set up your position? What process did they go through?*
City Manager. Unfortunately, the staff member who spearheaded the position lost their job several years ago and it was done before I got here. He did go through a formal staff report that was presented to Council giving an overview of the value of the position to the organization. That is a typical step that has to be done in most cities before a new position (of any kind) is approved.
3. *What kinds of programs do you oversee?*
All volunteer programs in our departments have reporting relationship to the central office in the Department of Human Resources where I'm housed. Each department has volunteers providing services and support. I'm also the person who oversees and runs our volunteer income tax assistance program.
4. *In your opinion, what makes a good Volunteer Coordinator?*
Ability to multitask, flexibility, ability to learn new things constantly, good people skills, and adept to technology
5. *What is one of the biggest challenges you have faced?*
Constant change
6. *Any other comments about your job?*
It's very rewarding and there's always something new happening.
7. *How do you see your work in relation to city planning?*
Although there could be aspects of the work that relate to city planning, it's more a position designed to support the current work and programs of city departments and agencies.

Rosie Ornelas, City of Ventura Volunteer Coordinator

(805) 652-4555

rornelas@cityofventura.net

This interview was conducted over the phone. Thus, these are not Rosie's exact words.

1. *How long have you been a Volunteer Coordinator for the City of Ventura?*
Little bit over five years
2. *What generated the idea and need for a Volunteer Coordinator?*
There used to be two Volunteer Coordinator positions: one for Partners in Progress (beach and cleanup) and another for the Parks & Rec Department.
3. *Is your position out of the City Manager's office?*

No, Parks & Rec

4. *What kinds of programs do you oversee?*
Anything that involves volunteers (ex. student internships with SB Business College, clubs, individuals, corporations, and religious groups)
5. *Approximately how many volunteers do you work with?*
Depends. I've had as many as 500 volunteers help for one-time events. Then I have about 100 regular volunteers. There's a nice mix of youth, college students, retirees, and families, but most volunteers are either young or retired because they seem to have the most time to dedicate to volunteer work.
6. *How do you view your position now as opposed to when you started?*
The position used to be a reactive one. We would wait for people to call us, but now we organize events ourselves and even have some regular volunteer events, which we post on our website's calendar. The youth base has grown with because we've established more relationships with people within the school district. We have 1,200+ people subscribed to our volunteer e-newsletter. Technology also helps. We have a Facebook page.
7. *What is one of the biggest challenges you have faced?*
Lack of resources, especially having another Volunteer Coordinator to help, and reluctance of some youth volunteers
8. *How do you see your work in relation to city planning?*
Working to beautify the City
9. *In your opinion, what makes a good Volunteer Coordinator?*
Being able to work with a diverse group of people (ages, corporate groups, religions, etc), friendly (being that "yes" person), trying to find ways to work with groups to meet their needs and City's needs, creative, flexible, motivational

Ed Mount, City of Santa Paula Community Services Department Director

(805) 933-4226 ext. 352

emount@spcity.org

This interview was conducted over the phone. Thus, these are not Ed's exact words.

1. *Is there anyone within the Community Services Department that works with the community's volunteer organizations? Do you see a need for more focused coordination?*
There are a few people that coordinate volunteers, but we don't have an individual who heads the task. I work with service groups (non-profit groups and volunteers), while the Recreation Supervisor, who works about 33 hours per week, organizes special events and youth sports. The Recreation Supervisor also works closely with the Human Services Academy at SPHS. Ninth and tenth grade students can volunteer as Recreation Leaders in training, which greatly helps with leadership skills.
2. *How does the City of Santa Paula, as a collective group, feel about a Volunteer Coordinator? I understand there was some initial apprehension about the idea, but the Santa Paula High School Students and one City Council member seemed enthusiastic when presented with the idea.*
If we had the resources, we would probably hire a Volunteer Coordinator.

3. *What are the specific steps taken to create a new position (not just for a volunteer coordinator) within the City of Santa Paula?*
City Staff submits proposal to HR Department who contact the City Manager. The Union is also contacted to make sure they are aware of the position. Then the proposal is given to the City Council for approval.
4. *Which department or under whose supervision do you think is the best fit for a Volunteer Coordinator in Santa Paula? (Ex. as part of the Parks & Rec department, City Manager's office, etc.)*
Community Services Department since we're already working with volunteers.
5. *What are some obstacles the City may face with implementing a Volunteer Coordinator?*
Lack of resources is a huge issue. Is it a priority? What does the City need? We have to show that there is a real need for it.

Other Information

- There are approximately 100 volunteer youth sports programs and eight summer camp programs. There used to be 15 between two sites.
- The City makes volunteers go through an application and interview process, which gives them experience in that realm.
- The AYSO Youth Soccer is run by volunteers.
- The youth sports coaches are also volunteers. There are typically two per sports team.

EXAMPLE JOB DESCRIPTION

The following is a sample Volunteer Coordinator job description that the City of Santa Paula may use in their search for a Volunteer Coordinator:

Santa Paula Volunteer Coordinator Job Description

General Description

The Volunteer Coordinator position is based out of the City of Santa Paula Community Services Department and is designed to support the current work and programs of City departments and agencies. The Volunteer Coordinator will be the liaison between the City, staff, volunteers, and recipients of services.

Duties and Responsibilities

- Coordinate – Responsible for arranging committee meetings, events, activities, and special projects
- Manage, direct, and communicate – Manage and direct volunteers who serve the City as well as provide on-going training and support to ensure quality service on the behalf of volunteers
- Recruit and evaluate – Screen, interview, and select individuals to serve as volunteers
- Promote and market – Advertise their successes and the benefits of serving as a means to recruit volunteer support and more volunteers
- Administrate – Responsible for office duties, such as typing, file and record maintenance, and operating various office machines
- Emphasize engagement of youth

Qualifications and Experience

- Bachelor's degree in a social service-related field or equivalent combination of education and experience
- Ability to multitask
- Ability to work cooperatively with different types of personalities
- Ability to communicate with, supervise, empower, and motivate volunteers to be effective in their roles – experience with volunteers highly preferred
- Adept in technology

Annual Salary

Depending on experience, salary ranges from \$34,000 to \$50,000.

