

## **Public Library**

### **Volunteer Program Manager**

#### **Job Description**

**Importance of Position:** Assists the Library in achieving its mission, enhances services to the public, and increases the Library's connections with the community by successfully involving community members as volunteers.

#### **Qualifications:**

- Good "people skills" and good communication skills
- Skills in program planning and organization
- Ability to delegate effectively
- Understanding of Volunteer Program Management Principles

**Responsible To:** Library Director

#### **Responsibilities:**

1. With the involvement of the Library Director, other key staff, and volunteers, develop a philosophy and Mission Statement for the volunteer program.
2. Based on the Volunteer Program Mission Statement, organizational goals and resources available, develop goals and objectives for the program, monitor progress, and make periodic reports to management and staff.
3. Work with staff to identify and develop a variety of meaningful jobs and written job descriptions for volunteers that will assist the Library in achieving its goals.
4. Manage the recruitment, interviewing, selection and placement of volunteers based on defined job descriptions and volunteer skills and interests.
5. Maintain an active targeted recruitment program, and keep the Library Director, key staff and volunteers, and other potential recruiters informed of volunteer success stories and recruitment needs so they can assist.
6. Serve as liaison to the local Volunteer Center, Corporate Volunteer Council, RSVP and other organizations which can assist in making contacts for the volunteer program.
7. Develop and oversee delivery of effective orientation, training and supervision for volunteers.
8. Develop appropriate formal and informal recognition methods for volunteers.
9. Develop and oversee delivery of training and consultation programs designed to ensure staff acceptance and understanding of the volunteer program, and to develop staff skills needed to successfully carry out their critical role.
10. Ensure that sufficient written policies and procedures are in place for the Volunteer Program, and periodically review them to ensure continued relevance, and that they are in concert with any such policies and procedures of the jurisdiction.

11. Become familiar with the local jurisdiction's risk management practices and insurance issues relating to volunteer involvement.
12. Set an example by having volunteers directly assigned to the Volunteer Program Manager.
13. Utilize the library's website and other electronic resources for volunteer recruitment and management.