

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 29  
**Fiscal Year:** 2009/2010  
**Posted Date:** February 03, 2010

***AMEND THE FOLLOWING JOB SPECIFICATION(S):  
(Draft job specification attached.)***

<b>Item #</b>	<b>DEPT/ DIVISION</b>	<b>Class/Title</b>
1	HRD	3374 Volunteer/Outreach Coordinator

**For additional information regarding the above proposed action, please contact Cathy Abela at (415) 557-4933 or e-mail her at [Cathy.Abela@sfgov.org](mailto:Cathy.Abela@sfgov.org).**

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at: <http://www.sfdhr.org/index.aspx?page=109>

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
Anita Sanchez, CSC  
Harvey Rose, Budget Analyst  
Christina Fong, DHR  
Carmela Villasica, DHR  
Linda Cosico, DHR  
RAS Team Leader(s)  
DHR Support Services  
Martin Gran, DHR  
Steve Ponder, DHR  
Cathy Abela, DHR  
Clare Leung, MTA  
File

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title:** Volunteer/Outreach Coordinator  
**Job Code:** 3374

**INTRODUCTION**

Under general direction coordinates, manages and oversees a volunteer services program and related outreach/public information functions.

**DISTINGUISHING FEATURES**

At the Department of Animal Care and Control, the incumbent reports to the Department's Deputy Director, serves as a member of the management team and coordinates all volunteer services, community affairs and related public information functions. At the Department of Recreation and Parks, incumbents report to the Director of Volunteer Services, and coordinate and manage an area of the department's city-wide volunteer program ~~of the Office of Volunteer Services~~, such as natural areas, trails, recreation al programs centers, service learning/environmental education youth and/or parks.

Supervision Exercised: May supervise assigned staff, interns and volunteers.

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. At the Department of Animal Care and Control, plans, directs and oversees the operation of a volunteer program, community affairs, and related public relations/information functions; assesses productivity, sets goals and establishes work-related priorities; recommends and implements policies and procedures for volunteer, community affairs and related public relations/information programs; works with managers to identify needs and opportunities for utilization of volunteers, and ensures that programs address and meet department needs.
2. At the Department of Recreation and Park, plans, directs and oversees an area of the department's city-wide volunteer program ~~of the Office of Volunteer Services~~, such as natural areas, trails, recreation al programs centers, service learning/environmental education youth and/or parks; assesses productivity, sets goals and establishes work-related priorities; recommends and implements policies and procedures for assigned program; works with managers, staff and coordinators of other volunteer programs to identify needs and opportunities for utilization of volunteers, and to ensure that assigned program addresses and meets department needs: and participates as a team member to support all areas of the volunteer program. The duties include working with youth and adult volunteers in the field.
3. Recruits, screens and oversees the training and retention of volunteers; coordinates, schedules, monitors and evaluates their work to assure maximum program coverage and effectiveness; assures that all departmental procedures are followed; handles public inquiries and any problem situations that may arise involving volunteer programs or staff.
4. Designs, develops and implements training and orientation classes in a variety of areas including program procedures, applicable laws and departmental policies, techniques for dealing effectively with the public, use of educational and interpretive materials, and other areas specific to department and program mission and goals.

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5. Establishes and maintains contacts and relationships with schools, community and corporate groups, other City departments, community leaders, and representatives of outside agencies and the media; develops and organizes community and media events, public service announcements, press releases and other publications to promote and publicize department functions and programs.
6. Organizes and implements service learning programs, educational workshops, events and presentations to local groups, schools and civic organizations; conducts tours for visiting professionals, the media and members of the public.
7. Develops, produces and distributes newsletters, information flyers and other written material, including use of desktop publishing software, and is responsible for updating information on department/program website.
8. Maintains schedules, timesheets, files and records for volunteers, including basic database management and development of statistical data; orders and maintains supplies, tools and equipment for program.
9. Participates in fund development activities for program/department, such as organizing events, grant writing and development of partnerships with other organizations.
10. Performs related duties as required.

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

- Knowledge of: basic management, training and human/public relations principles and practices.
- Ability to: plan, direct, schedule and oversee the operation of a volunteer program; recruit, screen, select, train, supervise, retain, and evaluate volunteer staff; effectively prioritize multiple tasks for self and others; analyze information in order to identify issues and implement solutions; deal tactfully and effectively with staff, representatives of other departments and agencies, various community groups, the media, and members of the public from a variety of cultural and socioeconomic backgrounds; establish and maintain effective, cooperative and professional working relationships; make presentations to the public in small and large groups and through the media; speak clearly and effectively in order to communicate work-related information to individuals and groups in a manner that is appropriate to the audience; prepare clear and effective work-related written material, including training materials and instructions, newsletters, information flyers and other written material; use a computer to access, input and retrieve work-related information and to prepare written documents.
- Positions at the Department of Animal Care and Control require familiarity with the workings of an animal welfare organization, animal shelter or animal control program and the ability to learn laws and regulations relating to domestic pets, animal shelter procedures and methods of safely and humanely handling animals.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class.*

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*Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job announcement.*

~~The position at the Department of Animal Care and Control requires one year (2000 hours) of experience supervising, coordinating or directing volunteer and/or community relations services for an animal shelter or other animal-related organization which provides services to the public and recruits, trains and employs volunteer staff.~~

~~The positions at the Department of Recreation and Park require~~

- ~~1. Possession of a baccalaureate degree from an accredited college or university; AND~~
- ~~2. One year (2000 hours) of experience supervising, coordinating or directing volunteer services and/or community relations outreach services for in an organization which provides services to the public ~~and recruits, trains and employs volunteer staff.~~~~

Substitution: Additional experience supervising, coordinating or directing volunteer and/or community relations services, as described above, may be substituted for up to two years of the required baccalaureate degree on a year-for-year basis.

**LICENSE AND CERTIFICATION**

**PROMOTIVE LINES**

**ORINATION DATE:** 9/18/89

**AMENDED DATE:** 9/26/02, 8/8/06

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

**BUSINESS UNIT(S):** COMMN