



## JUVENILE COURT VOLUNTEER SERVICES COORDINATOR

**Department:** Juvenile Court  
**Job Class #:** 394500  
**Pay Range:** Professional 08

**FLSA:** Exempt  
**Represented:** No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

**GENERAL FUNCTION:** This is complex professional work in the coordination and supervision of volunteer workers and services for Juvenile Court. Employee occupying the positions of this class are responsible for independently planning, directing and coordinating a volunteer support system to facilitate community involvement and to augment services integral to the functioning of Juvenile Court. Guidelines are available in the form of well-defined internal policies, procedures and precedents. An incumbent is given considerable latitude to exercise independent judgment, initiative and resourcefulness in adapting existing policies and precedents to specific situations and in developing new or improved techniques and methods of obtaining effective results and overcoming unusual problems.

### **ESSENTIAL FUNCTIONS:**

- Work directly affects the efficiency and adequacy of care and services to juveniles under the jurisdiction of the court, and requires the application of special coordination and planning approaches and techniques to solicit cooperation and acceptance of ideas from the general public.
- Work includes varied duties requiring different and unrelated process and work methods. The work requires making decisions which involve interpretation of considerable data, planning of the work, and/or refining the methods and techniques to be used.
- Employees must possess considerable knowledge of the principles and practices of volunteer program management. Some knowledge of the principles and practices of supervision, organization, and public administration are also required.
- Work is performed under administrative direction, and an incumbent is responsible for independently planning, designing and carrying out programs in accordance with broad general objectives.
- Work is typically performed in an office setting. However, some traveling may be involved in the course of attending meetings, visiting community organizations and public agencies. An incumbent may have some exposure to hostile and physically volatile juveniles. Some walking, standing and bending is required in the normal course of traveling and performing daily tasks.
- Assesses need for volunteer programs and services; organizes programs and recruits and screens volunteers; establishes work stations and places individuals according to qualifications; oversees program volunteers; provide assistance and guidance with unusual problems; conducts and participates in training sessions, orientations and workshops.
- Provide assistance in developing program budgets; identifies and secures donations of materials and supplies necessary for program operations; writes job descriptions for work stations.
- Prepares and maintains records and reports on program functions; prepares written guidelines for volunteers and paid staff.
- Conducts evaluations of program effectiveness; initiates investigations into problem areas; implements corrective measures in areas of greatest need.
- Disseminates information relative to program goals; coordinates program activities with other public and private agencies.

### **OTHER JOB FUNCTIONS**

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- Performs related work as required.

**PERSONAL CONTACTS:** Personal contacts are typically with citizen and community groups, officials from public/private organizations, other County employees, citizen volunteers, juveniles and the general public. Purpose of contacts is to plan and coordinate work efforts, and to present, discuss and attempt resolution of issues of a sensitive and/or substantive nature by influencing, motivating or persuading.

**SUPERVISION RECEIVED AND EXERCISED:** Supervision is received from an administrative superior who sets overall objectives and resources available. The employee and supervisor in consultation, develop the deadlines, projects and work to be done. The employee plans and carries out the assignment, resolves most of the conflicts which arise, and coordinates the work of others, as necessary, and interprets policy on own initiative in terms of established objectives. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Work is reviewed on occasion for effectiveness of volunteer support system, adherence to budget and compliance with goals and objectives. Supervision is exercised over volunteer staff which typically numbers 150 volunteers on a weekly basis. Incumbents exercise full supervisory authority in terms of selection, training, performance evaluation, and disciplinary activities.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS:** Assesses need for volunteer programs and services; organizes programs and recruits and screens volunteers; establishes work stations and places individuals according to qualifications; oversees program volunteers; provides assistance and guidance with unusual problems; conducts and participates in training sessions, orientations and workshops.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Considerable knowledge of the principles, practices and methods of volunteer program management.
- Knowledge of the methods and techniques used in interviewing and counseling individuals.
- Knowledge of community resources available to assist development and execution of volunteer program activities.
- Knowledge of the principles and practices of organization and supervision.
- Knowledge of the operation of the juvenile justice system and the laws and procedures of Juvenile Court.
- Knowledge of the methods and procedures involved in budget justification and control.
- Ability to plan, supervise and evaluate the work of citizen volunteers.
- Ability to express ideas and convey information effectively in oral and written communications.
- Ability to establish and maintain effective working relationships as necessitated by the work of the position.

**RECRUITING REQUIREMENTS:** Graduation from a four-year college or university with major course work in sociology, business or public administration, or related discipline and two years experience in work related to the duties of the position; or substituting, on a month-for-month basis, graduate level course work in a discipline directly related to the work of the position for a maximum of one year of the experience requirement.

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#### **Special Requirements:**

Must possess, or be able to obtain a Washington state driver's license. A waiver of this requirement may be given to disabled employees who are physically unable to operate a motor vehicle but who are physically capable of riding as a passenger in a standard passenger automobile. Incumbents are subject to 24-hour call availability.