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Class Specifications  
for the Class:

MENTAL HEALTH VOLUNTEER SERVICES SPECIALIST  
(MENTAL HLTH VOL SVCS SPCLT)

Duties Summary:

Plans and promotes a program of volunteer services in the area of mental health and provides assistance and consultation to others on matters relating to voluntarism; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is responsible for planning, promoting and coordinating volunteer services in a major mental health institution and, as requested, providing advice and consultation to others in the department, as well as other agencies (e.g., State Volunteer Services of the Governor's Office, various institutional and health care programs and activities, and the private sector) on matters relating to voluntarism. The work involves assessing, recruiting, evaluating and upgrading volunteer services for the assigned program area(s); representing the assigned program area(s) at staff orientations and meetings; drafting legislation and policies and procedures relating to voluntarism; securing contributions, determining specific needs and distributing contributions to organizational units within the institution, department and other State agencies; serving as public relations coordinator and conducting educational and informational services for public and private agencies.

An incumbent of a position in this class receives general supervision from the Manager/Administrator of a major mental health institution.

Examples of Duties:

Provides assistance and consultation on matters relating to voluntarism; receives requests from and provides assistance to the Department of Health, the State Volunteer Services Center, Office of the Governor, various institutional and health care programs and activities, and the private sector; represents the assigned program area(s) in departmental staff orientations and at various professional meetings; drafts legislation and policies and procedures for the department and division regarding voluntarism; formulates objectives and guides for citizen participation in the volunteer services program, makes provisions for specific orientations and training of volunteers for various assignments; plans, develops and maintains materials for orientation and

training of staff regarding the purpose, methods and values of the volunteer services; plans, develops, and initiates innovative volunteer programs; conducts surveys, evaluates the effectiveness of volunteer services; assesses the need for, assists in recruitment and coordinates the activities of volunteers; participates in planning, developing and maintaining standards, policies and procedures for the effective utilization of volunteers; upgrades present services by constantly evaluating the suitability of volunteers with their supervisors, advising and counseling when necessary; recommends different usages of volunteers in various projects, and replaces or adds new and/or more qualified volunteers to enhance patient care; coordinates field projects, tutorial services and education and therapeutic services for patients; secures contributions from private businesses, public agencies, community and civic groups and individuals and receives and records these materials and funds; evaluates and determines specific needs, and distributes contributions to organizational units within the institution, the division, the department and other State agencies; serves as public relations coordinator for the institution; plans and promotes volunteer services in the area of mental health, including substance abuse; develops public information material, conducts educational and informational services for public and private groups; utilizes various publicity media in promoting volunteer services; advises and consults with individuals and various community agencies and organizations to establish, to support, to develop an interest and active participation in the hospital as volunteers; prepares requests and justifications for funds and monitors expenditures; maintains records, prepares reports and correspondence; plans, develops and maintains a central registry of volunteers and appropriate records; and assists in coordinating visits by various State and foreign officials.

Knowledge and Abilities Required:

Knowledge of: Principles of human behavior and motivation; techniques of dealing with people in groups and individually; report writing; community resources; principles, practices, philosophy and goals of voluntarism; sociological needs, capabilities and limitations of residents/patients in institutions and/or health centers; and pertinent laws relating to voluntarism.

Ability to: Establish and maintain effective working relationships with volunteer personnel possessing a wide range of educational and work experience backgrounds, agency employees and supervisors, representatives of community groups, and the general public; plan, organize and coordinate volunteer activities; provide consultative services to others on matters relating to voluntarism; understand laws, agency regulations, and other

pertinent guidelines and requirements, concepts and principles in the treatment and rehabilitation of patients and any other problems and conditions peculiar to the work setting, and apply such understanding to the effective conduct of tasks; speak effectively before varied and diverse groups; and prepare budget and written reports.

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This is an amendment to the class specification for MENTAL HEALTH VOLUNTEER SERVICES SPECIALIST (MENTAL HLTH VOL SVCS SPCLT) which was approved on October 24, 1985.

DATE APPROVED: July 12, 1991

/s/ Diana H. Kaapu  
for SHARON Y. MIYASHIRO  
Director of Personnel Services