Create your own volunteer job descriptions:

This is a short overview on developing your own volunteer job descriptions. Please let us know if you have any questions about using this outline by contacting the Squamish Volunteer Centre at svc@seatoskycommunity.org.

Below is a basic template to start creating your own volunteer job descriptions. You might want to include more information, or less. You can adjust the outline to meet your needs, but remember to:

- Include the most important information.
- Make your expectations clear.
- Use plain language that everyone can understand. Avoid using terms that not everyone is familiar with.
- Highlight the benefits and values of the position to the volunteer. Why should they be interested in this position?

<table>
<thead>
<tr>
<th>Item</th>
<th>Our Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization/Program</td>
<td>- Name of the organization and/or program that the volunteer will be working with</td>
</tr>
<tr>
<td>Job Title</td>
<td>- Be creative. Make the title appealing to your audience. Avoid using simply “Volunteer” as the job title.</td>
</tr>
<tr>
<td>Purpose</td>
<td>- The purpose should clearly state how this job relates to the organization and its goals.</td>
</tr>
<tr>
<td>Expectations and Responsibilities</td>
<td>- List specific duties. Will the volunteer have to attend training or meetings? Is the volunteer expected to behave in a certain manner?</td>
</tr>
<tr>
<td>Time Requirements</td>
<td>- How much time will this role require? Be specific about the hours required, and whether they are flexible or not. What level of commitment is expected? If you know the date(s), provide that information here.</td>
</tr>
<tr>
<td>Skills or Qualifications</td>
<td>- List the essential skills or qualifications that are required for this job. Does the role require first aid qualifications? Do volunteers need to have computer or technical skills? Does volunteer need only a positive attitude and the ability to learn? Be specific about what you are looking for.</td>
</tr>
<tr>
<td>Orientation and Training</td>
<td>- Does this job require training? What is it, when will it happen, and is it provided free of cost to the volunteer?</td>
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Benefits
- Why should the volunteer be interested in this job? What benefits will they receive? Will volunteers have personal growth opportunities? Do the volunteers get free tickets to an event, movie, etc? Think about what your audience will consider a benefit. Will their expenses be covered, such as mileage or food? The benefits to the volunteer are very important; make them specific to the role you are advertising. Always include benefits with every job description.

Job Location
- Where does the job take place? Can volunteers work from home or will they be working on site? Make sure to list the address.

Contact
- Make sure to include a contact person, their phone number, e-mail, and address in case volunteers want to stop by and meet face to face.

You might want to include additional information. Here are some examples:

- Supervision – Who is supervising the volunteer? Will they always be available while the volunteer is on the job, or do they only spend a limited amount of time with the volunteer? Who does the volunteer go to for help?
- Challenges/Possible Frustrations – Are there specific challenges that the volunteer might face in this role? Do they have to spend long hours working on a computer or working outside in all weather conditions?
- Physical Activity – Does this job require someone to be physically fit? Will they be doing heavy lifting or other forms of physical activity?
- If you don’t include this information in the job description, remember to include it in the volunteer’s orientation if necessary.

Try creating your own job descriptions using the template provided:

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Here is an example of a job description from the fictional land of “Wonderville” that was made using the above framework:

**Organization:** Wonderville Volunteer Centre

**Job Title:** Graphic Designer and Poster Distributer

**Purpose:** The Wonderville Volunteer Centre needs your help getting our message out to the community. We need help designing and distributing an eye-catching informative poster. Getting the word out will help volunteer centre match up more amazing volunteers with organizations who need them.

**Expectations and Responsibilities:** Create an eye-catching, fun, and informative poster that reflects the Wonderville Volunteer Centre. Hang the poster on bulletin boards wherever available throughout town, in public spaces and at local business.

**Time Requirements:** This is a short-term, flexible position. We want the posters distributed by April 1, 2010. This will require approximately 1-2 hrs of work/week.

**Skills and Qualifications:** Creativity, an eye for graphics, and the ability to write interesting material are the most important skills for this job. You should also be able to use a computer program to create a poster, get around town to distribute posters, and work collaboratively with Volunteer Centre staff.

**Orientation and Training:** There will be a meeting with the coordinator of Wonderville Volunteer Centre, for approximately 1 hour, to get a good understanding of the goals, values, and programs of the centre and to go over existing promotional material.

**Benefits:** The chance to improve on your graphic design, communication skills, and to get those creative juices flowing. You will be a key factor in helping volunteers find meaningful roles in their community. You will also be invited to Wonderville’s “Thank-you” games evening which is hosted for our volunteers once a month. This is a great opportunity to meet new people and have fun!

**Job Location:** Orientation will be at the Wonderville Volunteer Centre, 555 Main Street in Wonderville. Graphic work can be done from home or at the centre, whichever you prefer.

**Contact:** Bob at Wonderville Volunteer Centre, (555) 555-5555 or bob@wondervillevolunteer.ca
More sample job descriptions:

The following job descriptions follow a similar framework but do vary from one another. Read through the following samples to see if they better suit the outline that your organization needs.

*Example 1: "Volunteer Development Manual", Banff Volunteer Centre*

**Title:** Resource Library Assistant

**Purpose:** To assist the Volunteer Centre Manager with the coordination of the resource library, used by volunteers and non-profit organizations in our communities.

**Duties and Responsibilities:** Input resources into database. Search for new resources on internet. Assist with developing tracking system. Assist with sponsorship possibilities for library. Assist with marketing the library to the community.

**Time Requirements:** 4-8 hours per week as time permits. Flexible schedule for a minimum of 3 months

**Skills and Qualifications:** Comfortable with database entry, Comfortable with internet research.

**Orientation and Training:** Volunteer accepted will be given a clear understanding of the operation of the Volunteer Centre, as well as training for the office usage and exact outline of weekly duties.

**Supervision:** Will meet with Volunteer Centre Manager as needed to follow up with progress on duties, and will be able to contact them as required with questions, ideas and concerns email or phone.

**Miscellaneous:** Qualified volunteer will be able to work in the Volunteer Centre or from home if desired and as duties require.

**Contact Information:** Zoe Warren Banff Volunteer Centre, 403-762-7693 or info@volunteerbanff.ab.ca
### Example 2: Squamish Volunteer Centre

<table>
<thead>
<tr>
<th><strong>Organization</strong></th>
<th>Squamish Volunteer Centre Society @ the Hotspot</th>
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</thead>
<tbody>
<tr>
<td><strong>Job Title</strong></td>
<td>Volunteer Referral Liaison</td>
</tr>
<tr>
<td><strong>Objectives</strong></td>
<td>To connect and refer volunteers to volunteer positions in the community.</td>
</tr>
<tr>
<td><strong>Duties and Responsibilities</strong></td>
<td>To refer existing volunteers to volunteer opportunities. To follow-up with volunteers regarding a placement. To track and log referrals and placements.</td>
</tr>
<tr>
<td><strong>Qualifications and Requirements</strong></td>
<td>Some computer experience required. Comfortable speaking with people on the telephone. Pleasant and enthusiastic attitude. Organized and can keep records of communication with volunteers.</td>
</tr>
<tr>
<td><strong>Lines of Communication</strong></td>
<td>Telephone and Email. Occasionally in person.</td>
</tr>
<tr>
<td><strong>Orientation and Training</strong></td>
<td>Training on Volunteer Management Software. Orientation to the Volunteer Centre, goals of the centre and the new Squamish Community Youth Program.</td>
</tr>
<tr>
<td><strong>Times Needed and Place of Work</strong></td>
<td>The Squamish Volunteer Centre @ the Hotspot 38027 Cleveland Ave. One 4 hour shift per week. Flexible times. Between 9am and 5pm during the week and weekends.</td>
</tr>
<tr>
<td><strong>Commitment Required</strong></td>
<td>Minimum of 3 months. Flexible scheduling.</td>
</tr>
<tr>
<td><strong>Benefits</strong></td>
<td>Good opportunity to learn about the voluntary and non-profit sector in Squamish. Opportunity to meet and connect with volunteers and opportunities within the community. Rewarding experience. Reference Letter and training on Volunteer Management Software.</td>
</tr>
<tr>
<td><strong>Frustrations</strong></td>
<td>Sitting at a computer in sometimes busy environment. Answering machines/voicemail.</td>
</tr>
<tr>
<td><strong>Satisfactions</strong></td>
<td>Very rewarding experience. Contribution in the</td>
</tr>
</tbody>
</table>
voluntary sector in Squamish. Increased computer skills, confidence, connect with community members and groups. Knowledge of volunteer opportunities in Squamish and the non-profit sector. Increase opportunities to get involved in projects.

**Example 3: “Job Design and Volunteer Management”, Volunteer Vancouver.**

1. **Assignment:** Food distribution manager

2. **Purpose of Assignment:** To ensure that the Food Bank is adequately stocked and able to respond to clients’ needs.

3. **Tasks:**
   - Fill food requests
   - Oversee stocking of shelves
   - Keep inventory
   - Communicate with buyers
   - Provide emergency relief
   - Train and manage other volunteers

4. **Time Commitment:**
   - **Expected number of hours per week or month:** Approximately 15 hours per week, although this can change during periods of peak demand
   - **Firm vs. flexible time:** There is some flexibility possible in arrangement of work hours

5. **Skill Requirements:**
   - Good knowledge of database software is desirable
   - Good communicator
   - Management skills, preferably in a volunteer setting

6. **Training and Skill Development:**
   - Opportunity to upgrade computing skills
   - Opportunity to improve communications skills

7. **Supervision:**
   - **Volunteer reports to:** Executive Director
   - **Feedback mechanisms:** Executive Director will review supply-and-demand flow

8. **Authority/Decision Making:**
   - Has input into stocking decisions, in consultation with the Executive Director and the buyer
9. Supporting policies:
• Health and Welfare
• Purchasing

10. Working Conditions:
Where/what’s provided: Volunteer will work at the food bank
Physical provisions: Most areas of food bank are accessible

11. Benefits:
• Expenses covered
• Access to office equipment as required
• Working with a great team of people to help others who really need your service!
• Christmas party for all
• Experience will strengthen résumé

12. Agreement/Approval:
Date ____________________________________________________
Volunteer’s Signature ________________________________________________
Supervisor’s Signature ______________________________________________

This short overview was put together using the following resources:


* Squamish Volunteer Centre in House Material: Job Descriptions for Volunteers (not available in our Resource Library).

You can find these resources in our Resource Library at: www.seatoskycommunity.org/nonprofits/resource-library

All of the resources developed by the Squamish Volunteer Centre are free to use, share, distribute and copy amongst your non-profit networks. We appreciate any feedback you might have: svc@seatoskycommunity.org