

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

***Occ. Code 5553500***

**Supervisor Correctional Facility Volunteer Services, Grade 18 5553500**  
**Regional Coordinator Correctional Volunteer Services, Grade 20 5553600**

Brief Description of Class Series

Positions in this series develop, coordinate, and administer volunteer programs for the incarcerated individuals of correctional facilities in the Department of Corrections and Community Supervision (DOCCS). Incumbents work with correctional facility executive teams and staff to determine program needs and how they might be enhanced through the involvement of community volunteers and organizations.

Distinguishing Characteristics

*Supervisor Correctional Facility Volunteer Services:* under the administrative supervision of a facility Deputy Superintendent for Program Services and general direction of a Regional Coordinator Correctional Volunteer Services, administers the Volunteer Services Program for multiple correctional facilities.

*Regional Coordinator Correctional Volunteer Services:* under the general direction of the Director Ministerial, Family & Volunteer Services, coordinates volunteer programs in a group of correctional facilities within an assigned region; provides training, education, and guidance to Supervisors Correctional Facility Volunteer Services.

Related Classes

Assistant Director Family & Volunteer Services assists the Director Ministerial Family & Volunteer Services with managing the daily operations of the Department of Corrections and Community Supervision's family and volunteer programs Statewide; recommends program, policy and procedural program changes; and implements volunteer and incarcerated individual family programs policy changes approved by the executive office.

Supervisors Correctional Facility Volunteer Tutors are responsible for planning, developing, implementing, and evaluating a correctional facility's

Inmate Program Associate (IPA) Program, where incarcerated individuals paid assignments involve assisting staff in providing services to other incarcerated individuals. Incumbents recruit, select, train, supervise, and evaluate the IPAs and participants; provide administrative direction for the Inmate Program Associate Program; and coordinate and review the programmatic activities of the program.

Supervisors Volunteer Services and Coordinators Volunteer Services plan, organize and direct the volunteer services program of a single facility. Incumbents determine the facility's need for volunteer workers; recruit, orient, train, and assign volunteers to work areas according to their interests and abilities; stimulate community interest in the facility by addressing various local organizations; plan and develop special projects for the institution such as concerts, celebrity visits, and Foster Grandparent Programs.

### Illustrative Duties

#### *Supervisor Correctional Facility Volunteer Services*

Recruits, screens, orients, and trains volunteers for participation in approved programs; evaluates volunteers and follows up on performance, concerns, or misconduct.

Maintains a database of active volunteers with associated programs, as well as other relevant data; maintains volunteer files and updates required documents.

Conducts needs assessments and trainings for Volunteer Services contact persons and volunteer staff supervisors.

Acts as liaison with community groups, organizations, and civic leaders; coordinates facility tours for community representatives.

Evaluates individual facility volunteer programs.

Develops public relations initiatives, prepares press releases, gives lectures on departmental and individual facility programs, and organizes volunteer recognition events.

Coordinates and acknowledges donations referred to the facility.

Prepares monthly and annual reports on volunteer activities.

May draw up proposals for individual facility volunteer programs for review by a Regional Coordinator Correctional Volunteer Services and Director Ministerial, Family & Volunteer Services.

### *Regional Coordinator Correctional Facility Volunteer Services*

Liaises between Central Office Ministerial, Family & Volunteer Services and facility staff.

Trains volunteer services staff on new policies and procedures at regional and Statewide meetings.

Conducts annual site visits and file audits to ensure compliance with agency directives and policies; works with others to develop and implement processes to ensure consistency of operations Statewide.

Conducts needs assessments and assists in the development of volunteer programs by researching and providing recommendations for new programs.

Reviews and recommends changes in individual facility volunteer programs, as needed; researches and recommends installation of programs found to be successful in other facilities.

Provides assistance and support to facility staff with screening, approval, terminations or reinstatement of volunteers.

Reviews criminal history reports for all applicants with derogatory information and prepares reports for executive review.

Provides consultation and direction in conjunction with interested community groups and organizations for the efficient Statewide utilization of volunteers and to attract volunteers for specific programs.

Attends events as a representative of the Department in an effort to recruit volunteers for a variety of programs, as necessary.

Manages volunteer resources and collaborates on Statewide Volunteer Services activities; reviews Volunteer Services purchase requests.

Collaborates with community-based organizations to enhance the volunteer programs and services to prepare incarcerated individuals for community re-entry.

Develops public information programs to attract volunteers for specific programs.

Prepares regional level monthly reports on volunteer activities.

## Minimum Qualifications

### *Supervisor Correctional Facility Volunteer Services*

Open Competitive: six years of experience which included full responsibility for the overall administration of an institution or organization's volunteer services program. These programs must have involved 25 or more registered volunteers per month on a continuing basis. An associate's degree substitutes for two years of experience; or a bachelor's degree substitutes for four years of experience.

### *Regional Coordinator Correctional Facility Volunteer Services*

Promotion: one year of permanent service as a Supervisor Correctional Facility Volunteer Services.

**Note:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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