

**POSITION DESCRIPTION** (Please Read Instructions on the Back) HR COPY 1. AGENCY POSITION NO. #581-03333-0

<b>2. REASON FOR SUBMISSION</b> <input checked="" type="checkbox"/> REDESCRIPTION <input type="checkbox"/> NEW <input type="checkbox"/> REESTABLISHMENT <input type="checkbox"/> OTHER <small>EXPLANATION (Show any positions replaced)</small>	<b>3. SERVICE</b> <input type="checkbox"/> HDQTRS. <input checked="" type="checkbox"/> FIELD	<b>4. EMPLOYING OFFICE LOCATION</b> VA Medical Center	<b>5. DUTY STATION</b> Huntington, WV
redescription classified 10/4/07		<b>7. FAIR LABOR STANDARDS ACT</b> <input checked="" type="checkbox"/> EXEMPT <input type="checkbox"/> NONEXEMPT	<b>8. FINANCIAL STATEMENTS REQUIRED</b> <input type="checkbox"/> EXECUTIVE PERSONNEL FINANCIAL DISCLOSURE <input type="checkbox"/> EMPLOYMENT AND FINANCIAL INTERESTS
		<b>10. POSITION STATUS</b> <input checked="" type="checkbox"/> COMPETITIVE <input type="checkbox"/> EXCEPTED (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)	<b>11. POSITION IS:</b> <input type="checkbox"/> SUPERVISORY <input checked="" type="checkbox"/> MANAGERIAL <input type="checkbox"/> NEITHER
		<b>12. SENSITIVITY</b> <input type="checkbox"/> 1 - NON-SENSITIVE <input type="checkbox"/> 2 - NON-CRITICAL SENSITIVE <input type="checkbox"/> 3 - CRITICAL SENSITIVE <input type="checkbox"/> 4 - SPECIAL SENSITIVE	<b>9. SUBJECT TO IA ACTION</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
		<b>13. COMPETITIVE LEVEL CO</b> <span style="font-size: 2em; font-weight: bold;">X37</span>	
<b>14. AGENCY USE</b>			

15. CLASSIFIED/GRADED BY	OFFICIAL TITLE OF POSITION	PAY PLAN	OCCUPATIONAL CODE	GRADE	INITIALS	DATE
A. U.S. OFFICE OF PERSONNEL MANAGEMENT						
B. DEPARTMENT, AGENCY OR ESTABLISHMENT						
C. SECOND LEVEL REVIEW						
D. FIRST LEVEL REVIEW	Voluntary Services Officer	GS	0301	12	<i>MS</i>	09/02/09
E. RECOMMENDED BY SUPERVISOR OR INITIATING OFFICE	Voluntary Service Specialist	GS	0301	12		

<b>16. ORGANIZATIONAL TITLE OF POSITION (if different from official title)</b> Chief, Voluntary Service	<b>17. NAME OF EMPLOYEE (if vacant, specify)</b>
<b>18. DEPARTMENT, AGENCY, OR ESTABLISHMENT</b> Department of Veterans Affairs	<b>C. THIRD SUBDIVISION</b>
<b>A. FIRST SUBDIVISION</b> VA Medical Center	<b>D. FOURTH SUBDIVISION</b>
<b>B. SECOND SUBDIVISION</b>	<b>E. FIFTH SUBDIVISION</b>

**19. EMPLOYEE REVIEW** - This is an accurate description of the major duties and responsibilities of my position. SIGNATURE OF EMPLOYEE (optional)

**20. SUPERVISORY CERTIFICATION:** I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

<b>A. TYPED NAME TITLE OF IMMEDIATE SUPERVISOR</b> J.B. FINLAY, Associate Director	<b>B. TYPED NAME AND TITLE OF HIGHER-LEVEL SUPERVISOR OR MANAGER (optional)</b> EDWARD H. SEILER, Medical Center Director
SIGNATURE: <i>J.B. Finlay</i> DATE: 7/21/09	SIGNATURE: <i>Edward H. Seiler</i> DATE:

<b>21. CLASSIFICATION/JOB GRADING CERTIFICATION:</b> I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.	<b>22. POSITION CLASSIFICATION STANDARDS USED IN CLASSIFYING/GRAADING POSITION</b> OPM Miscellaneous Administration and Program Series GS-301; OPM Administrative Analysis Grade Evaluation Guide
TYPED NAME AND TITLE OF OFFICIAL TAKING ACTION Mary Jackson, HR Specialist/Classification	<b>INFORMATION FOR EMPLOYEES:</b> The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.
SIGNATURE: <i>Mary Jackson</i> DATE: 7/27/09	

23. POSITION REVIEW	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE	INITIALS	DATE
A. EMPLOYEE (optional)								
B. SUPERVISOR								
C. CLASSIFIER								

9/1/09 REMARKS Addendum brought forward for approving officials for credit cardholders.  
 Bus CODE: 8888

VOLUNTARY SERVICE OFFICER  
GS-301-12

## INTRODUCTION

The incumbent serves as Voluntary Service Officer with full delegated authority for planning, directing and evaluating this medical center's diversionary recreation program. The primary responsibility is the management and utilization of community resources and activities in this general medical, surgical, and neuro-psychiatric center which include hospice, respite, geriatric evaluation and management, and psychiatry programs. Places volunteers and supports programs in Ambulatory Care, including all Community Based Outpatient Clinics (CBOC's). The incumbent in directs monetary and material donations and leading volunteer support beyond the VA Medical Center to assist the Veterans Outreach Center Program, the Homeless Veterans Program,

The Huntington VA Medical Center is located in the second largest city in West Virginia. This medical center shares a teaching/learning affiliation agreement with Marshall University and with 25 other universities. The medical center provides training for over 180 medical residents and over 400 allied health care students. This area promotes volunteerism. Numerous diverse community programs and agencies aggressively compete for community resources. Twenty organizations, 425 regular scheduled volunteers, and numerous occasional volunteers represent and support Voluntary Service.

Incumbent is expected to continually and systematically evaluate the Voluntary Service Program to ensure conformance to desired standards in meeting organizational objectives. He/she will delegate assignments to and evaluate the work performance of a GS-5 Voluntary Service Program Assistant and serves as a preceptor for a GS-7 Voluntary Service Specialist Career Intern.

The incumbent is actively involved in designing and planning recruitment strategies involving public presentations and public speaking. He/she seeks support from veterans' organizations, civic and business groups, schools, and churches provide special activities for the patients at this medical center. Utilizes various forms of the public media to provide information about the Voluntary Service programs, to encourage public participation in programs such as National Salute to Hospitalized Veterans, Veterans Day, etc., and to provide general information about the medical center's other programs.

In an effort to represent this VA Medical Center, and to keep abreast of current legislative action and cultural economic trends influencing health care volunteerism, the incumbent is encouraged to seek membership in state, regional, and national professional societies/organizations.

## MAJOR DUTIES

1. Recruits, interviews, orientates/trains, places, and evaluate all volunteers participating in the VAVS program at this medical center, at associated community based clinics, and within the community.
2. Serves as a manager/leader that is responsible for the initiation, development, administration, and implementation of policies, standards, plans, and operation of Voluntary Service, including a patient care directed diversionary recreation program.
3. Reviews and evaluates diversionary recreational activities to assure compliance with JCAHO standards.
4. Establishes performance standards and insures that employees/volunteers function at acceptable levels. Structures and oversees an effective program of formal and on-the-job training for subordinate employees. Is responsible for evaluating employee performance, approving/disapproving leave requests, interviewing and selecting candidates for positions, recommending promotions, effecting disciplinary actions, and hearing and resolving complaints. Additionally, incumbent arranges for preparation of requests for personnel actions regarding promotions, reassignments, details, status changes, selections, etc.
5. Evaluates effectiveness of total Voluntary Service Program as to goals and accomplishments reached. Makes changes as indicated by quality reviews.
6. Serves as Deputy Chairperson of the VAVS Committee, and as Chairperson in the absence of the Associate Medical Center Director. Serves as a member on the Administrative Council and various boards, committees and task groups according to the needs of the medical center. Serves ex-officio to the VAVS Executive Committee.
7. Makes personal contact with other service chiefs, supervisors, and employees regarding the use of volunteers and the overall VAVS program. Also conducts VAVS orientation for volunteers.
8. Analyzes internal communication and information needs. Composes or directs composition and preparation of all correspondence concerning the VAVS and adaptive recreation programs. Keeps abreast of current changes in VA regulations and policies, JCAHO requirements, etc., in order to write, edit, and revise volunteer and staff information such as volunteer handbooks, medical center memoranda, and volunteer assignment guides.
9. Analyzes external communication and information needs. Collects data and writes material relating to the station's VAVS program which is used for news releases, presentations to community groups, and for station and organizational reports.

10. Writes or directs the preparation of all statistical and narrative reports required by medical center management and VA Central Office, such as Business Plans and annual narrative reports.
11. Plans and conducts a formal volunteer recognition and awards program each year.
12. Devises unusual volunteer placement opportunities consistent with needs of numerous special medical programs. This is accomplished through close cooperation with other service chiefs, and includes recommendations to them about the organization of work to allow the use of specially selected volunteers, such as the learning and/or physically disabled.
13. Serves as liaison with and is responsible for developing, promoting and maintaining an effective relationship with veterans organizations, civic groups, schools, unions, corporate volunteer programs, local, state, Federal agencies and officials, and other interested organizations as it relates to the volunteer program.
14. Assures that newly appointed organizational representatives and deputy representatives who have been certified by their national offices to represent their organizations at the local medical center receive proper orientation and training in regard to medical center operations and their role. Conducts annual joint reviews with local organizational representatives and deputies to evaluate their organizations' past year's performance and to establish new goals and objectives for the coming year. Submits same to the national office of the organization.
15. Responsible for coordinating a Student Volunteer Program. This involves communicating with representatives of educational institutions and other community groups to discuss the program, and speaking before student groups for the purpose of recruitment.
16. Develops, reviews, evaluates, and updates volunteer assignment guides, coordinating such with the using service.
17. Responsible for the maintenance, distribution, and monitoring of General Post Fund accounts that are a direct benefit to the welfare and comfort of the hospitalized veterans. Initiates expenditures from the General Post Fund accounts, which adhere to VA policy and donors wishes, and meets the needs of the veterans being served. Provides proper controls, procedures, and accountability for all gifts and donations made to the medical center. Also prepares letters of acknowledgement for all donations.
18. Regularly evaluates and identifies accomplishments and needs in order to comply with standards and directives set. Determines short and long range goals for all voluntary and diversionary recreation programs and activities.

19. Responsible for support of safety, occupational health, and fire protection programs by the application of approved standards, regulations, practices, and work methods. Responsibility also includes instructing and training subordinates in safe work methods and practices.

#### FACTOR 1. KNOWLEDGE REQUIRED

1. Knowledge of concepts, principles, and practices in Voluntary Service with the ability to apply this knowledge in a large medical center with a complex variety of hospital services.

2. Knowledge of management principles which are required to establish program goals and objectives and to control and coordinate program activities.

3. Ability to develop and maintain working relationships with a wide variety of people including medical center staff, organizational representatives, media personnel, patients, and volunteers.

4. Knowledge of writing and speaking skills that will enable the incumbent to select, organize, and present Voluntary Service information to all levels of people reflecting a positive image for the medical center and the agency.

5. Knowledge of the medical center services and their functions, community resources available for programs and volunteer support and methods that can be utilized to bring about program changes as needed.

6. Knowledge and understanding of the intranet-based Voluntary Service System (VSS) for recording and tracking specific volunteer data.

7. General knowledge of personnel management practices in order to interview, screen, place, and counsel volunteers as well as maintain their records.

8. Knowledge of Freedom of Information Act and of Privacy Act in disclosure of veterans information. Knowledge of Taft Hartley Act involving child labor laws, workmen's compensation, etc.

9. Knowledge of the medical center organizational and functional structure, its goals and objectives, special medical programs, and program changes.

10. Knowledge of group dynamics and skill in communication are used daily in conducting meetings and directing activities of 425 volunteers in multiple locations. Oral and written communication is used to make presentations to local, state, and national organizations, and to write reports, position descriptions, performance standards, manuals, etc.

11. Knowledge of a wide variety of principles and practices in Voluntary Service management to evaluate program trends (such as the aging volunteer), to search out new volunteer resources (such as corporations), to evaluate the available market, competition, and targeted groups in this geographical area where there is great competition for volunteers.

12. Skill in applying a high level of knowledge in identifying special skills and attitudes necessary for sensitive assignments.

## FACTOR 2. SUPERVISORY CONTROLS

1. The Voluntary Service Officer operates under extensively delegated authority and is responsible to the Associate Medical Center Director for leadership in the formulation and operation of the Voluntary Service Program.

2. The incumbent has broad delegated authority for making determinations as to the propriety of decisions on the Voluntary Service Program within the framework of established laws, regulations, agency policies as well as local policies of the medical center director. The incumbent plans, designs, and carries out these programs within broadly defined program goals and activities. Work is accepted as authoritative and is normally accepted without change. The service is evaluated annually by top management.

3. Additional controls are provided through audits and inspections by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

## FACTOR 3. GUIDELINES

1. On a consistent, regular basis, the incumbent exercises considerable judgment and skill when creating local written policies and procedures for every program function for this administrative service. Quite often directives, regulations, and C.O. manual reference points are vague; providing the Voluntary Service Officer with only a framework in which to develop local policies, manuals, training guides, patient treatment assessment tools, orientation program guides, and a large host of other procedures required for the successful operation of the service.

2. The Voluntary Service Officer often interprets and evaluates general administrative directives, policies, and regulations for other staff members within the service. Takes a team approach to adapting existing programs and developing new approaches to difficult and complex work assignments, creating innovative community resource and patient program functions. Although the Voluntary Service Officer practices resourcefulness in evaluating and interpreting available guides to assist in the development of an effective program designed to meet the existing and future needs of the medical center, the program remains within its legal constraints.

#### FACTOR 4. COMPLEXITY

1. The Chief, Voluntary Service is responsible for the administration of the Voluntary Service Program. The incumbent works with the medical center staff, VAVS representatives and deputies, and service organization officials to inform them of the purpose, policies, and operating procedures of the program. This individual is responsible for the acceptance of all donations, coordination of corporate sponsorship, volunteer recruitment, and communication with VAVS service and community organizations. Though restricted by law from soliciting, must compete with numerous community groups for limited financial resources (donations). Considerable skill and time is required to increase monetary donations.
2. The incumbent continually and systematically evaluates the Voluntary Service Program to ensure conformance with regulatory and other standards. Activities include researching documentation/regulations and utilizing the information to develop service policies, developing the service quality management program and monitoring activities, and developing service goals and objectives that correspond with the medical center's overall mission.
3. Each component of Voluntary Service has a distinctive function within the VAMC. All functions/activities work with a degree of interdependence with the others.
  - a. The community resource component of the service is designed to gain community involvement and support for all VAMC direct and indirect patient care services, Veterans Outreach Centers, West Virginia Veterans Home, and satellite clinics. This is accomplished through volunteer recruitment and acceptance of material and monetary donations. The Volunteer Transportation Program, through which a team of volunteers provide transportation to and from the medical center for assigned patients, operates as a part of the Voluntary Service Program. As needs are recognized within the medical center, Voluntary Service actively seeks the donations and services needed to fulfill the obligation to provide total health care.
  - b. The diversionary recreation component is designed for planning, coordinating, supervising, and providing a variety of activities in the area of social recreation, VAVS sponsored activities, games, and audiovisual activities. Group activities are held periodically each week for hospitalized veterans.
4. The Chief, Voluntary Service aggressively seeks and competes for non-traditional volunteer resources.
5. VAMC downsizing and implementation of several off-station clinics places greater demand for volunteer support. As the reduction in FTEE continues, so does the demand for volunteer workers in services such as Nursing, Pharmacy, Psychiatry, Business Office, etc. Program services are looking toward Voluntary Service as a resource for obtaining manpower, supplies, and community advocacy for patient care programs.

6. Through management techniques, administrative and planning skills, interpersonal relations and communications, the incumbent plans and directs the day-to-day operations of an established Voluntary Service Program. This includes maintaining and developing volunteer assignments, working closely with veterans and service organizations to ensure sufficient numbers of volunteers and special program activities, supervising the work of technical and professional staff and volunteer service committees, writing reports for both facility and central office management, controlling appropriated funds, as well as multiple General Post Fund accounts, evaluating program progress, and recommending changes in policies and procedures for better program effectiveness and efficiency.

7. Time management poses a unique problem to this service where volunteers have to be given "time" that quite often would not be granted a fellow employee. Concurrent duties include being the responsible officer for multiple special programs annually (i.e. National Salute to Hospitalized Veterans, National Volunteer Week, Volunteer Awards Program, etc). These programs take weeks/months to coordinate. In addition the incumbent conducts tours, and represents the VA and Voluntary Service at evening and weekend presentations to local and national groups.

#### FACTOR 5. SCOPE AND EFFECT

1. The Chief and all Voluntary Service staff are mission focused in taking a systems approach in bringing about change and more productivity, and are customer service focused. The volunteer community is an important advocate toward insuring access and quality health care for the future. There is a need to be proactive within the new health care reform. Volunteers and the volunteer community are a legislative advocacy network. Volunteers are a direct link to the community to gain advocacy, monetary, material, and manpower support for this VAMC's programs.

2. The Voluntary Service Program is largely focused toward community resource program planning efforts which contain costs within the medical center, increase volunteer support/assignments in outpatient services, utilize volunteers in community outreach programs, market through volunteer programs, and provide more involvement with risk management and human resources because of increased volunteer involvement in sensitive areas. Increase volunteer types, such as career changing, mentally and physically challenged, and those wanting volunteer assignments that are more like internships in clinical areas. The VA is demanding a greater emphasis on quality. The Chief, Voluntary Service periodically reevaluates the volunteer screening process and existing services, and develops assignments that are more "customer" focused. In addition to the services directly concerned with acute care, volunteer assignments are involved with services that focus on wellness and prevention. Volunteer responsibilities have increased beyond the traditional roles which bring accountability for continuous performance improvement and higher



standards for volunteers, combined with the increased number of high school/college students requesting volunteer opportunities related to their field of interest or study. In keeping with this shift, Voluntary Service is increasingly focused on training and orientation programs.

3. Specialized placement and training take place as volunteers are more creatively utilized within the various VAMC services to more effectively enhance their supportive role to paid staff.

4. The purpose of the work is to improve the effectiveness of the service. This includes developing operational techniques and solving difficult problems related to changes in medical service programs in a changing society. The work affects the quantity and quality of service provided to patients, local community participation, the working conditions of employees and the public image of this medical center and VA nationally. Voluntary Service potentially impacts community relations more than any other medical center service through its volunteers, affiliated organizations, and contact with the community at large. The incumbent's ability to manage this diverse program can have a very positive impact on the medical center and patient care (more volunteers and donations), or a long lasting negative effect on community affairs in the broadest sense.

#### FACTOR 6. PERSONAL CONTACTS

1. Personal contacts are continuous throughout the medical center with employees, patients, volunteers, veterans service organizations, community organizations, professional societies/organizations, and any individual or group interested in participating in or knowing about the Voluntary Service Program.

2. Personal contacts include communications with community hospitals, other VA Medical Centers and VA Central office.

3. Contacts are with representatives of the print, broadcast media, managers within the organization, and private agencies in related fields.

#### FACTOR 7. PURPOSE OF CONTACTS

1. The purpose of the contacts is to create awareness and to market information on patient program needs to gain advocacy and support from individuals and from organizational groups within this community. Contacts are also needed to recruit, train, and place volunteers in a wide variety of volunteer assignments within this medical center, at the Veterans Outreach Center, and the Homeless Veterans Program. The purpose of contact with employees within the service is to serve as a manager, leader, consultant, and advisor for the initiation, development, administration, implementation of policies, interpretation and correct use of standards, plans and operations of the service.

2. The incumbent serves as liaison with and is responsible for developing, promoting and maintaining an effective relationship with veteran's organizations, civic groups, schools, unions, corporate volunteer programs, local, state, and Federal agencies and officials, and other interested organizations as it relates to the volunteer program.
3. The purpose of contacts with the medical center staff is for problem solving, program changes, special activities, placement of volunteers, and determining patient needs.
4. The incumbent practices conflict resolution techniques to effectively mold divergent groups of people, staff, volunteers, business and civic groups, service organization officials, etc. into a comprehensive and cooperative force that benefits patient care; orchestrate conflicting opinions and political sensitivities and deal with people on all levels within and outside the medical center environment in order to fully utilize community resources in volunteer assignments and medical center activities.

#### FACTOR 8. PHYSICAL DEMANDS

The job requires a great deal of writing, attendance at meetings, and verbal communication in person or on the telephone. Incumbent must be able to hear conversational tones to determine the effect of the conversation. Incumbent must be able to speak clearly. Incumbent must be able to perform a considerable amount of walking, standing, bending, lifting and carrying light to moderately heavy objects. In addition, there is a recurring need for prolonged standing at special programs.

#### FACTOR 9. WORK ENVIRONMENT

The regular and recurring work is in an environment that involves everyday risks or discomforts typical of offices, meeting rooms, walking in hallways, and riding in or driving a vehicle.