

## POSITION DESCRIPTION SUMMARY

**PD Tracking** 15857  
**Series, Title and Grade** 0301 Voluntary Services Specialist GS-11  
**Department** Veterans Affairs

### Introduction Statement

The purpose of the position is to administer, coordinate, plan, evaluate and implement Voluntary Service Program activities in support of a Department of Veteran Affairs (VA) medical facility.

### Major Duties

The incumbent designs voluntary services program activities that meet the needs of a medical facility. This includes operating, evaluating, and coordinating the facility voluntary services program functions; and managing the General Post Fund and other financial accounts. Serves as an advisor to top management staff on the voluntary program; and takes an active role in meeting the voluntary services needs of the medical facility and establishing a vital link with the community. 50%

Implements programs and program changes that impact the ability of the incumbent to meet the facility's needs; and develops innovative/creative community outreach programs that provide volunteers and financial resources.

Develops strategies that meet challenges and changes facing the medical facility such as dwindling resources and program changes such as increased emphasis in primary care. Presents communication plan information to external audiences in a positive manner to maintain significant relationships, diffuse negative reactions, and create a sense of understanding and acceptance of the changes or proposed changes at the medical center 50%

Participates in the overall management medical facility functions as evidenced by membership and active participation on various committees.

### Factor Levels

#### **Factor 1 Knowledge Required by the Position Factor Level 1-7 1250 pts.**

Advanced knowledge of the principles, practices, techniques and methods of voluntary services and concepts of volunteerism with the skill to apply this knowledge to the development of a comprehensive and effective voluntary program.

Advanced knowledge and skill in applying principles, practices, techniques and methods of oral and written communication; analytical methods; and interpersonal relations practices. Skill in applying such knowledge in adapting standard approaches, developing innovative/creative strategies and solutions to difficult voluntary service problems, and formulating ways to enhance the program's effectiveness in an increasingly competitive environment with dwindling financial and human resources.

Knowledge of and skill in assessing the needs of the medical facility and the community's ability to meet those needs.

Skill and knowledge in publicizing the voluntary program, recruiting volunteers, and accepting gifts and donations without violating laws or regulations.

Knowledge of the organizational structure of the medical center and sufficient knowledge of the community sufficient to make contacts and maintain an effective volunteer recruitment, placement, and retention program that benefits the medical center and the participants.

Knowledge of applicable laws and regulations governing the General Post Fund and donations and gifts sufficient to secure funding without violating laws, or regulations.

Knowledge and skill necessary to develop an awareness in the community of the medical centers' mission, programs, activities, opportunities for involvement; and to gain community understanding and support.

Knowledge and skill in communication sufficient to explain significant, controversial and sensitive issues to community organizations, groups, and individuals within the medical center through formal briefings, presentations and conferences.

**Factor 2      Supervisory Controls      Factor Level 2-4      450 pts.**

The incumbent works under the technical and administrative direction in terms of priorities, funding, goals, and objectives; administers the voluntary services program to meet Health Care System mission and goals; and independently resolves problems and conflicts that arise. The results of the incumbent's work are reviewed for effectiveness and attainment of program goals.

**Factor 3      Guidelines      Factor Level 3-3      275 pts.**

Guidelines consist of local administrative policies, objectives and regulations and standard VHA practices and precedents which cover most of the recurring work performed. However, due to the nature of the work, the guidelines may not be applicable to some specific situations encountered such as those involving sensitive interpersonal relations within the community. The incumbent independently selects, interprets and applies the guides which are readily available, adapting them to suit specific situations not directly covered. The incumbent modifies standard procedures and issues instructions appropriate for administration of the local voluntary services program.

**Factor 4      Complexity      Factor Level 4-4      225 pts.**

The work includes managing, coordinating, evaluating and reporting on the effectiveness of the facility's voluntary services program. This encompasses a wide variety of duties involving identifying, analyzing and resolving diverse and complex problems and sensitive issues. Decisions are based on an analysis of program requirements, expectations of customers and management, and availability of resources. Work requires developing resolutions that are mutually beneficial; developing a program that meets the needs of user services; obtaining the support of internal and external customers; evaluating and monitoring the effectiveness of volunteer services; and devising new methods of recruitment and retention of volunteers.

**Factor 5      Scope and Effect      Factor Level 5-3      150 pts.**

The purpose of the work, which involves performing duties of a recurring nature, is to manage the voluntary services program at a medical facility. Program direction involves matters such as responding to the needs of the medical facility staff for volunteer services, explaining the medical facility's mission and needs to groups within the community, and reporting on the program's accomplishments. The work affects the capability of user services to meet their patient and organizational needs and the image of the medical facility within the community.

**Factor 6/7      Personal Contacts/Purpose of Contacts      Factor Level 3c      180 pts.**

Varied, contacts include, top management, medical facility staff, volunteers, visitors, patients, unions, local; State and national service organization representatives, colleges and universities, schools, civic groups, businesses, voluntary service directors in private industry, community groups, vendors, news media and celebrities. Due to the nature of the incumbent's community involvement, contacts occur on a regular basis in moderately unstructured settings.

The purpose of the contacts is to influence, motivate and persuade individuals and groups to participate in the program; and explain, relate, and defend significant, sensitive or controversial actions or decisions to persons or groups with divergent viewpoints. Individuals contacted may have diverse viewpoints or objectives, requiring the incumbent to achieve a common understanding of the problem, develop a satisfactory solution by consensus, and arrive at a compromise or develop suitable alternatives.

**Factor 8 Physical Demands**

**Factor Level 8-1 5 pts.**

The work requires considerable walking; and lifting and transporting relatively light pieces of equipment, brochures, materials and supplies.

**Factor 9 Work Environment**

**Factor Level 9-1 5 pts.**

The work is usually performed in an office setting.

**Factor Points 2540**

**Position Classification Standard Used**

Miscellaneous Administration and Program Series, 301, TS-34 January 1979