



## Midpeninsula Regional Open Space District

### **VOLUNTEER PROGRAM LEAD**

#### **DEFINITION**

Under general direction, oversees and administers a geographic area or program areas within the District's volunteer program including leading, training, and recognizing/rewarding volunteers; overseeing and managing volunteer projects in assigned program; based on District priorities set within their program area, directs the work of assigned volunteers on a project or day-to-day basis; developing and implementing methods to sustain volunteer participation; maintaining field and project data, and volunteer records; and perform related work as required. Serves as technical lead, trainer, and day-to-day contact for the District's volunteers within their assigned program area.

This is a broad classification with individual positions assigned to specific functional areas within volunteer programs; duties and assignments may vary depending on the needs of the assigned program area and staffing levels.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct or general supervision from the Volunteer Program Manager. Exercises no direct supervision over staff. Exercises technical and functional direction over seasonal employees, interns, and volunteers in assigned program areas.

#### **CLASS CHARACTERISTICS**

This classification oversees and administers a geographic area or program areas within the District's volunteer program. Responsibilities include working with staff from other departments to identify opportunities for volunteer projects that implement the priorities of the department; coordinating projects and field assessment in assigned program area; recruiting, training and leading volunteers, developing training and educational material for volunteers, ensuring volunteers comply with all applicable District policies and procedures, and maintaining records and reporting statistics related to their assigned area within the volunteer program, including tracking volunteer hours. Incumbents also update and develop training and educational material for volunteers and perform other duties as required. This class is distinguished from the Volunteer Program Manager in that the latter is a higher-level classification responsible for developing, implementing, and overseeing all of the District's volunteer programs.

#### **EXAMPLES OF ESSENTIAL FUNCTIONS** *(Illustrative Only)*

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

#### **For all assignments:**

- Based on assigned program areas priorities, plans, directs, oversees, and coordinates volunteer projects in their assigned areas of the District's volunteer program, including assisting on the preparation of and administering program budget, developing policies and procedures for assigned program areas, recruiting, training and leading volunteers, and preparing public outreach and information relating to the District's volunteer program.

- Oversees volunteers on assigned projects; inspects work to ensure quality control, proper use of equipment, and safety of participants; provides feedback, recognition, and additional training and direction as needed on performance of assigned groups.
- Monitors program performance; recommends and implements modifications to systems and procedures.
- Gathers scientific information regarding site conditions; surveys field sites for flora, fauna, and other natural conditions.
- Inspects and evaluates work in progress and upon completion to assure that volunteer projects are performed in accordance with District standards and specifications.
- Reviews and guides volunteer projects in assigned program area to ensure they are consistent with the District's mission, policies, priorities, budget, and regulatory requirement and can be effectively and safely implemented.
- Trains assigned area volunteers in work methods, use of tools and equipment, and relevant safety precautions.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Collects data using Global Positioning System (GPS) equipment and software; imports GPS data into existing database using GIS and GPS software.
- Maintains accurate logs, reports, and records of work performed and materials and equipment used.
- Communicate District goals, objectives, policies and procedures; respond to questions, complaints, referrals, and concerns from the public.
- Responsible for the recruitment and training of ongoing core volunteer teams in assigned area; maintains webpage elements; performs application intake; tracks applicant process; conducts interviews and selects trainees; develops and provides training and other materials.
- Presents program information at volunteer projects and may assist at community or other District sponsored events.
- Attends meetings, conferences, workshops, and training sessions; attends and participates in professional group meetings; stays abreast of new trends and innovations in their assigned field and other types of public services as they relate to the area of assignment.
- Performs other duties as assigned.

**When assigned to resource management:**

- Coordinates projects for the resource management volunteer programs that support the management, enhancement and protection of the District's natural and cultural resources.
- Under guidance from Natural Resources staff, develops volunteer project plans that implement the Integrated Pest Management annual work plan and other natural resource goals; communicates status of resource management volunteer projects to appropriate personnel, working cooperatively to schedule projects in accordance with established and operational priorities.
- Performs resource management tasks, including identifying and removing non-native invasive plants, installing and maintaining plants and erosion control, identifying habitat concerns; and provides information to resource management staff as needed.
- Develops goals and objectives for volunteer projects that are consistent with Resource Management Policies and the Integrated Pest Management Program.
- Responsible for the recruitment, training, scheduling, and facilitation of the Advanced Resource Management Steward (ARMS) volunteer team.

### **When assigned to trails program:**

- Coordinates projects for volunteer programs that support the management, enhancement and protection of the District's trail system, fences, and other infrastructure.
- Under guidance from Land and Facilities staff, develops volunteer project plans that support or compliment identified annual staff work plans; communicates status of volunteer projects to appropriate personnel, working cooperatively to schedule projects in accordance with established and operational priorities.
- Performs trail maintenance, construction, and repair tasks, including identifying trail concerns and needs; and provides information to Land and Facilities staff as needed.
- Develops goals and objectives for volunteer projects that are consistent with Land and Facilities Department work plans and objectives.
- Responsible for the recruitment, training, scheduling, and facilitation of a core volunteer trail crew team.
- In coordination with assigned staff in the Visitor Services and Land and Facilities Departments, facilitates the District's Eagle Scout and Girl Scout Silver Awards Program; maintains webpages and online interest forms; processes requests for projects and coordinates with field staff; schedules and oversees approved scout projects; maintains program materials and data.
- Builds and maintains partnerships with community organizations, nonprofits, and other agencies with a special interest in trail construction and maintenance through the use of volunteer support; schedules, coordinates, and leads annual and/or recurring volunteer projects with partner groups.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Principles and practices of volunteersupervision, including work planning, assignment, and the training of volunteers in work procedures.
- Principles, practices, and methods of administering and coordinating a volunteer program within the scope of responsibility.
- Procedures used in conducting, documenting, and mapping field observations and monitoring programs.
- Local flora, fauna, cultural, and geological resources and methods and techniques of wild land resource protection and restoration and District lands and boundaries.
- Maintenance principles, practices, tools, and equipment for maintaining and repairing open spaces, parks, and related facilities.
- Techniques for engaging with a variety of individuals from various socio-economic, cultural, and ethnic backgrounds.
- Methods and techniques of public speaking.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, computer equipment, and basic computer applications.
- Principles and procedures of record keeping and reporting.
- Safe driving rules and practices.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customerservice to the public, volunteers, vendors, contractors and District staff, in person and over the telephone.
- **When assigned to resource management** - Principles and practices of resource management, including site planning, resource protection, weed management and habitat restoration.

- **When assigned to trails and construction** - Principles and practices of trail building, construction, repair, and maintenance, including site planning and resource protection. The tools and equipment required for maintaining and repairing open spaces and related facilities.

**Ability to:**

- Plan, schedule, assign, oversee, and participate in program area specific activities performed by volunteers.
- Inspect the field work of volunteers and maintain established quality control standards.
- Instruct and motivate volunteers; provide appropriate feedback and evaluation.
- Train volunteers in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Establish and maintain relationships with diverse groups of volunteers and community groups.
- Identify and respond to issues and concerns of volunteers and District staff.
- Assess status of natural and other resources through field observations, including GIS, GPS and other mapping techniques.
- Monitor changes in natural resource and/or other preserve conditions and assist in determining causes.
- Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, and light equipment required for the work; perform routine equipment maintenance.
- Safely operate a vehicle on unpaved roads in District preserves.
- Learn local flora, fauna, cultural, and geological resources and methods and techniques of wild land resource protection and restoration.
- Learn District land and boundaries.
- Maintain accurate logs, records, and basic written reports of work performed.
- Coordinate a variety of projects simultaneously within assigned program.
- Prepare written reports and correspondence.
- Give, as well as understand and follow oral and written instructions.
- Operate modern office equipment including computer equipment and software.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone or radio, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- **When assigned to resource management:** Implement resource management techniques in the field, including mechanical and manual weed removal, planting and seeding, and installation of erosion control materials. Interpret resource management programs for volunteers.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to an associate's degree from an accredited college or university with major coursework in natural resource management, biology, ecology, natural lands or park management, or a related field combined with two (2) years of relevant experience working with the public and coordinating volunteer activities. Additionally, one (1) year of experience in one of the following areas (which can overlap with the above experience): One (1) year of experience in evaluating, surveying, or monitoring of natural

resource systems or one (1) year of experience in trail construction, maintenance, and/or repair of parks, open spaces, and/or related facilities. Bilingual skills are highly desirable.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License.
- Possession of, or ability to obtain, Basic First Aid and Cardiopulmonary Resuscitation (CPR) certification within six (6) months of employment.

### **PHYSICAL DEMANDS**

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift and carry materials and objects weighing up to 60 pounds and must possess the ability to push and pull objects weighing up to 100 pounds, with the use of proper equipment.

### **ENVIRONMENTAL ELEMENTS**

Employees work both in an office environment with moderate noise levels, controlled temperature conditions, and in the field where they may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, and poison oak. May involve exposure to wild, and/or dangerous animals. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

May be required to work evenings, weekends, and holidays. Must adhere to strict safety procedures and work habits. Depending on the exposure, employee is required to wear head, hearing, eye, foot, face, hand, and full protection equipment as required by applicable regulations and District policy.

EFFECTIVE: February 2011  
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FLSA: Non-Exempt