SUPERIOR COURT OF CALIFORNIA
SAN FRANCISCO PROBATE COURT

VOLUNTEER PROGRAM COORDINATOR
JOB DESCRIPTION

SUMMARY

The Program Coordinator has primary responsibility for the day-to-day operation and maintenance of the Volunteer Guardianship Monitoring Program.

DUTIES AND RESPONSIBILITIES

* Screen new volunteers
* Assist in training of new volunteers
* Assign volunteers to cases, inform them when their cases are scheduled for hearing, and give them the forms necessary to get started on a case
* Provide supervision and support to volunteers, including answering questions about cases and situations, acting as a liaison with court staff and having regular communication with volunteers
* Review reporting forms for completeness and need for action
* On cases requiring action, determine best course of action, referring complex cases on to judge, Commissioner, or other court staff for review when necessary
* Monitor response of court to volunteer's recommendation and convey information about action taken to volunteer
* Maintain volunteer records; monitor volunteers' participation in program including number of cases completed and time devoted to program
* Convene regular meetings of volunteers
* Conduct periodic evaluations of program
* Act as liaison between the Volunteer Program and community resources

QUALIFICATIONS

* Belief in the value of the work of the volunteers
* Experience in volunteer management
* Ability to communicate effectively both verbally and in writing
* Capacity to work with and to motivate volunteers
* Good administrative/organization skills
* Familiarity with the guardianship system and court procedures
* Sense of humor