

**State of Michigan  
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

**Position Code**

1. DEPTALTE

## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

<b>2. Employee's Name (Last, First, M.I.)</b>  	<b>8. Department/Agency</b> MICHIGAN VETERAN HOMES
<b>3. Employee Identification Number</b>  	<b>9. Bureau (Institution, Board, or Commission)</b> Michigan Veterans Homes
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL ANALYST-E	<b>10. Division</b> Michigan Veteran Homes at Chesterfield Twp.
<b>5. Working Title (What the agency calls the position)</b> Volunteers Coordinator	<b>11. Section</b>  
<b>6. Name and Position Code Description of Direct Supervisor</b> ; ACTIVITIES THERAPY MANAGER-2	<b>12. Unit</b>  
<b>7. Name and Position Code Description of Second Level Supervisor</b> ; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 47901 Sugarbush Rd, Chesterfield Twp., MI 48047 / M-F, 8 am- 4:30 pm

**14. General Summary of Function/Purpose of Position**

This position functions as an analyst, coordinating volunteer services, donations, and community engagement for Michigan Veteran Homes (MVH) at Chesterfield Township. The position acts as a liaison between the staff, members, volunteers, and the public, and is often in a public-facing role. The position works closely with the Activity Therapy Manager and Home leadership to coordinate volunteer services and facilitate on-site donations, while also working closely with the MVH's central leadership development team to expand awareness of MVH in the community, attend and/or present at community events on behalf of MVH, plan and host events onsite at MVH at Chesterfield Township, and to grow philanthropic connections to MVH and its mission, while maintaining volunteer and donor metrics and information. This position, in a learning capacity, will perform professional research and analysis assignments relating to fundraising, community engagement, and volunteer programming.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

**Duty 1**

**General Summary:**

**Percentage: 40**

Volunteer Recruitment, Onboarding, Assignment, and Management

**Individual tasks related to the duty:**

- Identifies potential volunteer needs, sources, and actively recruits groups and individuals who are passionate about MVH and its mission.
- Develops and implements a comprehensive onboarding process that introduces volunteers to MVH and specific roles. Provides screening and training that ensures volunteers are well-prepared for assignments.
- Plans and executes volunteer orientation training monthly or as necessary.
- Organizes and assigns volunteer schedules for various events, campaigns, or programs, ensuring appropriate coverage.
- Implements and facilitates specific volunteer programming, including but not limited to the Home's "No Member Dies Alone" volunteer program.
- Maintains regular communication with volunteers through emails, meetings, personal interactions, and other mediums to keep volunteers informed, engaged, and connected.
- Organizes, plans, and executes volunteer appreciation activities, including an annual in-person volunteer appreciation event.
- Tracks various volunteer metrics, such as volunteer hours, retention rate, satisfaction, and new volunteers, and populates and provides related reports as determined necessary.

**Duty 2**

**General Summary:**

**Percentage: 35**

Community Engagement and Outreach Supporting the Home

**Individual tasks related to the duty:**

- In collaboration with MVH Development Team, coordinates and executes community networking plan that build relationships with local organizations, businesses, schools, and other identified stakeholders.
- In collaboration with MVH Development Team, represents MVH at assigned community events/forums, meetings, informational sessions, and other opportunities that increase community awareness of and connection to MVH's mission.
- Fosters partnerships with local organizations that supports expanded outreach and continues to establish MVH as a pillar and partner in the community.
- Collaborates with MVH Development Team to expand community awareness and support of MVH's mission through various mediums, including e-newsletters/updates, mailers, and impact report.
- Conducts tours of the Home for interested community partners, volunteers, donors, and other supporters as a means to share MVH's important mission with the community.
- In collaboration with the MVH Development Team, provides content for utilization on MVH social media, website, newsletters, or other mediums that effectively shares the impact that MVH and its community of supporters have on the lives of veterans.

**Duty 3**

**General Summary:**

**Percentage: 20**

Prospect and Donor Cultivation, Coordination, and Stewardship

**Individual tasks related to the duty:**

- Collaborates with Home leadership on needs/wants for in-kind and material good donations. Works to secure identified gifts from the MVH community of supporters.
- Develops, maintains, updates, and communicates an ongoing "wish list" of material donations being sought by the Home, along with list of items the Home is unable to accept.
- Ensures donations are properly recorded, sorted, and distributed to appropriate locations and individuals.
- Coordinates appropriate donor recognition and/or publicity related to donations to the Home.
- Meets with donors on and off site, answering questions, accepting gifts.
- Manages and updates MVH at Chesterfield Township donor database.
- Works closely with MVH Development Team to implement development strategy and align volunteer and community engagement with development goals.
- Empowers identified volunteers and supporters to be ambassadors for MVH, furthering development efforts that enhance MVH's mission.
- Creates and implements communication plans with Home donors, including thank you letters to donors or other supporters as appropriate.

#### Duty 4

General Summary:

Percentage: 5

Other Duties as Assigned

Individual tasks related to the duty:

- When needed, tell the compelling stories of MVH veterans, staff, volunteers, and donors as a means to inspire generosity and support.
- Plan special events, as needed.
- Attend meetings and trainings.
- Other duties as assigned.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Development of the volunteer and donations programs to support the mission of the Home and specifically the Activity Therapy Program. Acquiring necessary equipment, devices, and use of meeting rooms. Database updates.

17. Describe the types of decisions that require the supervisor's review.

Attendance at conferences, conventions, and meetings representing the Home; Media presentations; Changes to past practices; Health and Safety concerns; Major program changes; Engagement with major donors/gifts; Accepting potentially sensitive gifts or attending potentially sensitive engagements or events.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Frequent computer use; Long periods of walking, standing, or sitting; Exposure to weather related elements; Occasional wheelchair pushing; Moving equipment such as chairs, tables, bags/boxes of donations, arts and crafts, and other departmental supplies; Exposure to illness from staff, visitors, volunteers, and members.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- |                                                             |                                                            |
|-------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Management developed PD.

**23. What are the essential functions of this position?**

This position functions as an analyst, coordinating volunteer services, donations, and community engagement for Michigan Veteran Homes (MVH) at Chesterfield Township. The position acts as a liaison between the staff, members, volunteers, and the public, and is often in a public-facing role. The position works closely with the Activity Therapy Manager and Home leadership to coordinate volunteer services and facilitate on-site donations, while also working closely with the MVH's central leadership development team to expand awareness of MVH in the community, attend and/or present at community events on behalf of MVH, plan and host events onsite at MVH at Chesterfield Township, and to grow philanthropic connections to MVH and its mission, while maintaining volunteer and donor metrics and information. This position, in a learning capacity, will perform professional research and analysis assignments relating to fundraising, community engagement, and volunteer programming.

**24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

PD changed to more accurately reflect current responsibilities and language. Duties & tasks reorganized & clarified to accurately reflect actual time spent for each duty and tasks. The primary function of the position has not changed.

**25. What is the function of the work area and how does this position fit into that function?**

This position plays a key a role in building and maintaining relationships between the organization and the community, and focuses on fostering connection, promoting the MVH mission and impact, and driving philanthropic participation and support in MVH's provision of care and services.

**26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Possession of a bachelor's degree in any major.

**EXPERIENCE:**

**Departmental Analyst 9**

No specific type or amount is required.

**Departmental Analyst 10**

One year of professional experience.

**Departmental Analyst P11**

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Ability to communicate with the elderly; Ability to communicate with the public and other staff; Knowledge of training techniques; Public speaking skills; Ability to organize, evaluate, analyze, and coordinate programs. Experience in a geriatric setting and working with volunteers/activities program in long-term care preferred.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None

**NOTE:** Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

***I certify that the entries on these pages are accurate and complete.***

ALEC THELEN

2/25/2025

Appointing Authority

Date

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

Employee

Date