

Volunteer Services Staff Responsibilities	Effective Date: 9/17/26
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This appendix sets forth the job duties and general responsibilities of the manager of volunteer services and each community relations coordinator. Each Texas Juvenile Justice Department (TJJD) institution, halfway house, and district office has a volunteer services program administered by a qualified community relations coordinator.

(a) Manager of Volunteer Services.

The **manager of volunteer services**:

- (1) collaborates with TJJD division staff to continually assess the need for volunteer services;
- (2) develops and monitors compliance with policy and procedures relating to the TJJD volunteer program;
- (3) provides direct supervision of community relations coordinators;
- (4) approves specific volunteer initiatives prior to implementation;
- (5) consults with facility administrators regarding methods of improving, modifying, or expanding volunteer services;
- (6) serves as liaison between TJJD administrators and officers of the community volunteer councils;
- (7) approves and facilitates meetings for the State Volunteer Resource Council for Texas Youth;
- (8) provides interpretation of volunteer policies to interested local, state, and national groups and organizations;
- (9) monitors volunteer programs to ensure conformity with TJJD policies and procedures;
- (10) plans, approves, and facilitates continuing education and in-service programs for volunteer services staff, including:
 - (A) informing coordinators of state and national trends in volunteerism; and
 - (B) providing reference materials and information about volunteer administration;
- (11) serves as project manager to plan, develop, and implement the annual state-wide volunteer conference;
- (12) responds to specific requests for consultant services from TJJD programs; and
- (13) performs other duties as assigned by the ASCR director or the executive director.

(b) Community Relations Coordinator.

- (1) The **community relations coordinator**:
 - (A) plans, organizes, supervises, directs, and publicizes the program's volunteer services;
 - (B) disseminates information to program staff on effective use of volunteers, procedures for record keeping, and policies and practices of volunteer services;

- (C) develops and maintains specific procedures for recruitment, selection, orientation, assignment, supervision, evaluation, enrichment training, retention, and recognition for volunteers;
 - (D) reviews and revises existing volunteer programs to correspond to current youth needs and program objectives;
 - (E) receives, records, and processes donated money, goods, and services;
 - (F) assists the community resource council(s) in carrying out the stated purposes and serves as an ex-officio member of the council(s);
 - (G) coordinates community service opportunities;
 - (H) promotes awareness of and community involvement with the facility or program through press releases, community presentations, tours, and other activities; and
 - (I) performs other assigned tasks as directed by the manager of volunteer services.
- (2) The **service area coordinator**:
- (A) works closely with the designated staff in halfway houses and district offices to ensure that all responsibilities listed above are met; and
 - (B) consults with the programs regarding methods of improving, modifying, or expanding volunteer services.
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