

COMMONWEALTH OF PENNSYLVANIA
STATE CIVIL SERVICE COMMISSION

Entrance and Promotion Examinations

for

VOLUNTEER RESOURCES COORDINATORS

In

Departments of Aging and Public Welfare

Test Ann. No.	Exam. No.	Job Title	Job Code	Salary	
				Starting	Maximum
138-81	1.	Volunteer Resources Coordinator 1	4892	\$15,413	\$19,951
	2.	Volunteer Resources Coordinator 2	4893	\$16,743	\$21,809
	3.	Volunteer Resources Coordinator 3	4894	\$18,328	\$23,765

Note: New employes are normally hired at the starting salary. Salaries advance in steps to the maximum salary.

APPLICATIONS WILL BE ACCEPTED UNTIL FURTHER NOTICE AND WILL BE PROCESSED IN THE ORDER IN WHICH THEY ARE RECEIVED.

STATEWIDE TESTS

(Administered in 14 Pennsylvania Cities)

DAILY TESTS BY APPOINTMENT

(Harrisburg - Philadelphia - Pittsburgh)

NATURE OF WORK

Volunteer Resources Coordinator 1 - This is work in the field of volunteer resources administration. Employes recruit, select, and place volunteers in designated human services programs, such as mental retardation, mental health, juvenile delinquency, etc. through the utilization of community associations, media releases, etc. They develop and maintain community contacts in order to obtain the resources requested by agency personnel. Employes train staff and volunteers in the initial phase of the placements and monitor all volunteer programs to insure that the volunteers satisfactorily fulfill agency requirements. Direction is provided by a higher level coordinator through conferences, training programs, reports, etc.

Volunteer Resources Coordinator 2 - This is administrative or supervisory work in the field of volunteer resources administration. Employes function as staff members of the volunteer resources department in a large institution or as supervisors of a volunteer resources program in a smaller facility. Employes coordinate programs with administrative and program staff; supervise current volunteer programs and develop future programs; develop and maintain contacts with community organizations; recruit, select, place and orient volunteers; prepare and maintain reports, forms, correspondence, etc. intrinsic to the administration of a volunteer services program; and supervise and train subordinate staff. General supervision is provided by an administrative superior.

THE COMMONWEALTH IS AN EQUAL OPPORTUNITY EMPLOYER

Volunteer Resources Coordinator 3 - This is supervisory or consultative work in the field of volunteer resources administration. Employees function as directors of the volunteer resources department in a large institution or as regional coordinators for the volunteer services programs of all the agency facilities in a particular geographical area. Employees function independently in the development and supervision of a complex volunteer resources program. Work is performed under the general direction of an administrative superior.

EMPLOYMENT OPPORTUNITIES

Volunteer Resources Coordinators are employed at mental hospitals, state schools and hospitals, restoration centers, and youth development center throughout the Commonwealth. There are currently 44 filled Coordinator positions in the Department of Public Welfare and 1 position in the Department of Aging. These positions are located as follows:

Location	Counties	Filled Positions		
		VRC 1	VRC 2	VRC 3
Allentown State Hospital	Lehigh		1	
Clarks Summit State Hospital	Lackawanna		1	
Cornwells Heights Youth Development Center	Bucks	1		
Danville State Hospital	Montour	2		
Dixmont State Hospital	Allegheny		1	
Eastern State School and Hospital	Bucks	1	1	
Ebensburg Center	Cambria	1		
Embreeville State Hospital	Chester	1	1	
Farview State Hospital	Wayne	1		
Hamburg Center	Berks	1		
Harrisburg State Hospital	Dauphin	1	1	
Haverford State Hospital	Delaware		1	
Laurelton Center	Union		1	
Loysville Youth Development Center	Perry	1		
Luzerne/Wyoming Office of Aging	Luzerne	1		
Mayview State Hospital	Allegheny	1		1
New Castle Youth Development Center	Lawrence		1	
Norristown State Hospital	Montgomery	1	2	1
Pennhurst Center	Chester	1		1
Philadelphia State Hospital	Philadelphia		4	1
Polk Center	Venango			1
Selinsgrove Center	Snyder			1
Somerset State Hospital	Somerset		1	
South Mountain Restoration Center	Franklin		1	
Southeastern Regional Office	Philadelphia			1
Torrance State Hospital	Westmoreland		1	
Warren State Hospital	Warren		1	
Wernersville State Hospital	Berks		1	
Western Center	Washington		1	
White Haven Center	Luzerne	1	1	
Woodville State Hospital	Allegheny		1	
	Totals	<u>15</u>	<u>23</u>	<u>7</u>

Applicants will be required to complete a form to tell where they are willing to work. The above information is provided to assist you in making this choice. Your opportunities for appointment improve when the areas where you are willing to work include counties where the positions are concentrated. It may be to your advantage to be available for work in your county of residence and surrounding counties.

Most new appointments are made at the lower levels. Job openings at the higher levels are normally filled by promotion. This is customary in a career civil service system.

Opportunities for appointment will depend on normal turnover due to promotions, transfers, resignations, etc.

For the most recent information on availability of job openings and salaries, contact:

Department of Public Welfare
Office of Personnel Services
Room 222, Health and Welfare Building
Harrisburg, Pennsylvania 17120
Telephone: (717) 787-7452

QUALIFICATIONS REQUIRED

READ THIS SECTION CAREFULLY. MAKE SURE YOU HAVE THE QUALIFICATIONS LISTED BELOW. FOR STATEWIDE TESTS, WE REVIEW YOUR APPLICATION ONLY IF YOU PASS THE WRITTEN TEST. THIS SPEEDS UP TEST SCHEDULING AND SAVES THE STATE AND TAXPAYERS TIME AND MONEY. YOU WILL HAVE WASTED YOUR TIME TAKING THIS TEST IF YOU DO NOT QUALIFY. CONTACT ONE OF THE COMMISSION OFFICES LISTED AT THE END OF THIS ANNOUNCEMENT IF YOU ARE NOT SURE THAT YOU QUALIFY.

FOR DAILY TESTS, YOU WILL BE ADMITTED TO THE WRITTEN TEST ONLY IF YOU QUALIFY.

Minimum Requirements

Volunteer Resources Coordinator 1 - one year of experience as a Volunteer Resources Coordinator Trainee;

OR

Two years of experience in volunteer resources administration and a bachelor's degree.

Volunteer Resources Coordinator 2 - two years of experience as a Volunteer Resources Coordinator 1;

OR

Four years of experience in volunteer resources administration, including one year in an administrative, consultative or supervisory capacity, and a bachelor's degree;

Volunteer Resources Coordinator 3 - one year of experience as a Volunteer Resources Coordinator 2;

OR

Five years of experience in volunteer resources administration, including two years of experience in an administrative, consultative, or supervisory capacity, and a bachelor's degree.

For All Classes - Any combination of experience and training which provides the required knowledges, skills, and abilities.

Evaluation Policy

The phrase "any combination of experience and training which provides the required knowledges, skills and abilities" means: if applicants have the minimum volunteer resources administration experience, as listed under each job title, this demonstrates sufficient evidence of prior training or preparatory experience equivalent to the bachelor's degree.

Acceptable Training for Experience

A master's degree in the social sciences (psychology, sociology, history, human development, social work, etc.) may be substituted for one year of general experience in volunteer resources administration.

Definitions of Acceptable Experience

Volunteer Resources Administration - coordinating and organizing the attainment and utilization of volunteer materials to include manpower, supplies, facilities, funds, etc.

Administrative Capacity - work that involves decisions related to budget, staffing, public relations, management methods and organization, and program priorities.

Consultative Capacity - work in which the individual uses knowledge and expertise in a special program area to provide advice to a program administrator. The consultant studies program goals and problems and provides alternatives for meeting these goals and resolving these problems.

Supervisory Capacity - work that involves the assignment and evaluation of clerical and/or professional employees including staff development, discipline, performance evaluation and recommendations of personnel actions.

General Requirements

Applicants must be Pennsylvania residents, of good moral character, and physically capable of performing the duties of the position. Pennsylvania residency means a current address in Pennsylvania and the intention to remain a resident.

EXAMINATIONS

The examination will consist of a written test for the Volunteer Resources Coordinator 1 and a written test and an oral examination for the Volunteer Resources Coordinator 2 and 3 levels. The written test and the oral examination will be equally weighted for the Volunteer Resources Coordinator 2 and 3 levels.

Either of the examination may be cancelled by the Commission, and the weight added to the remaining part.

Written Test

The written test will be a 3-hour multiple-choice test designed to measure the knowledges, skills, and abilities required for successful job performance. Most candidates should be able to finish the examination in the time allowed. Your score in the written test is equal to your number of right answers.

Subject Matter Area	Number of Questions by Job Title		
	VRC 1	VRC-2	VRC-3
Principles and Practices of Volunteer Resources Administration	25	25	25
Understanding of Human Behavior as it relates to working with volunteers, individually and in groups, and disadvantaged persons	20	20	20
Community Organization and Structure	20	20	20
Public Relations and Recruitment of Volunteers	15	15	15
Principles and Practices of Interviewing, Selection, Placement and Orientation of Volunteers	20	20	20
Supervision-to include assignment of work, performance evaluation, discipline, and training	--	25	25
Totals	100	125	125

Applicants must attain passing scores to have their names placed on eligible lists. All applicants will be notified in writing of their examination results.

Oral Examination

Applicants for Volunteer Resources Coordinator 2 and 3 will be assigned to an oral examination to be held in Harrisburg at a later date. Applicants will be notified approximately one to two weeks in advance of the exact time and place to report.

The oral examination will be used to determine whether you possess the necessary personal qualities required to carry out the duties of these positions. You will be rated on the following abilities: planning and organization, oral communications, and interpersonal relations.

The oral examination will generally last no longer than forty-five minutes. You will be asked approximately nine (9) questions. The oral examiners may also ask you some follow-up questions, but all candidates will be asked to respond to the same prepared questions.

Each rating board consists of three oral examiners. The oral examiners may include administrators of volunteer services programs and experts in the field of volunteer services from the academic community.

General Information

Handicapped applicants - Special arrangements can be made for testing if you have a physical handicap which would not interfere with your ability to work in these positions. State your request for such arrangements when you apply.

Retests

You may retake the examination after six months.

A new application is required for a retest.

Statewide Tests

Statewide tests are held on Saturdays only. Statewide test centers are located at Allentown, Altoona, Clearfield, Coudersport, DuBois, Erie, Harrisburg, Johnstown, Philadelphia, Pittsburgh, Reading, Scranton, Wilkes-Barre, and Williamsport. Tests will be scheduled as necessary at some or all of these centers. The test centers are subject to change if necessary.

You will receive about two weeks notice of exactly where and when to report for your test.

Daily Tests by Appointment

You may be scheduled for testing Monday through Friday in the Harrisburg, Philadelphia, and Pittsburgh offices of the State Civil Service Commission. Submit your application directly to the office of the Commission where you wish to be tested. Include several alternate dates when you can appear.

Testing will begin **February 17, 1981**. You will receive prior notice of exactly where and when to report for your test.

Localized Testing

If these examinations do not produce enough candidates for particular geographic areas, a localized testing program will be announced. The announcement of the examinations will be advertised locally. The local advertisements will tell when and how to apply.

ELIGIBLE LISTS

Names of successful candidates will be placed on employment and promotion lists in order of final earned ratings. Promotion lists are limited to current state employes with regular or probationary civil service status.

Candidates' eligibility for appointment to these positions will continue for thirty-six (36) months.

Promotion eligibility will continue for thirty-six (36) months.

APPOINTMENTS, VETERANS' PREFERENCE, EMPLOYE BENEFITS

For further information on hiring procedures, granting of veterans' preference to persons who are successful in the examination, and benefits of Commonwealth employment beyond salary, refer to the General Information Section of the Civil Service Application.

TO APPLY - APPLICATIONS FOR EMPLOYMENT MAY BE OBTAINED FROM:

1. The State Civil Service Commission Offices: (a) Harrisburg, Room G-55, Ground Floor, South Office Building; telephone (717) 783-3058; (b) Philadelphia, Room 101, State Office Building, 1400 Spring Garden Street; telephone (215) 238-6277; (c) Pittsburgh, Room 411, Fourth Floor, State Office Building, 300 Liberty Avenue; telephone (412) 565-7666
2. Inter-Governmental Job Information Center, Room 168, Federal Building, Third and Locust Streets, Harrisburg, Pennsylvania 17108; telephone (717) 782-4494
3. Local offices of the Pennsylvania State Employment Service
4. Department of Public Welfare, Office of Personnel Services, Room 222, Health and Welfare Building, Harrisburg, Pennsylvania 17120; telephone (717) 787-7452
5. Department of Aging, Personnel Management Division, Room 405, Finance Building, Harrisburg, Pennsylvania 17120; telephone (717) 783-8218
6. Personnel Offices of the state hospitals and centers listed in this announcement.

ALL INFORMATION ON APPLICATIONS IS SUBJECT TO VERIFICATION. OMISSION OF MATERIAL FACTS, FALSIFICATION, OR MISREPRESENTATION IS SUBJECT TO PENALTY.