

## THE VOCABULARY LIST

These words are used in the private and public sector to define and describe jobs and job specifications. In using this list keep in mind that the more precise you can be the better. (It is suggested that three qualifying words be used to describe a function.) For example, "designing a program" can mean drawing and typing the "program" for a theatrical event or creating a service program such as a child care center for handicapped mothers.

analyzes	obtains
arranges	operates
assigns	orders
assists	organizes
cares for	performs
checks	plans
cleans up	prepares
computes	processes
conducts	proposes
constructs	receives
coordinates	recognizes
decides	records
designates	refers
designs	repairs
determines	requests
directs	reviews
drafts	schedules
drives	sells
estimates	supervises
files	systematizes
finds	teaches
formulates	types
inspects	<u>writes</u>
installs	books
instructs	cars
interprets	charts
itemizes	correspondence
maintains	diagrams
makes	drawings
marks	equipment
observes	graphs

handbooks  
instruction manuals  
instruments  
letters  
machines  
manuals  
materials  
memos  
models  
orders  
parts  
problems  
reference books  
requisitions  
service manuals  
standards  
supplies  
telephones  
tools  
trucks  
accurate  
adequate  
average  
complex  
correct  
difficult  
effective  
efficient  
excessive  
extreme  
inside

noisy  
normal  
sufficient  
suitable  
advise  
administer  
approve  
authorize  
control  
cooperate  
coordinate  
consult  
delegate  
manage  
plan  
review  
train  
maintain  
arrange for  
audit  
design  
develop  
edit  
pick-up  
purchase  
recruit  
send  
solicit  
supply  
verify

### For more information:

Volunteer: National Center for Citizen Involvement  
P.O. Box 4179  
Boulder, Colorado 80306  
303-447-0492

Provided as a public service by California Office for Citizen Initiative and Voluntary Action, Occidental Life of California, The American Heart Association Greater Los Angeles Affiliate and Bank of America NTSA.

**A  
volunteer's  
experience is  
more  
than just  
worthwhile ...**

## USE THIS BROCHURE

### AS A "MASTER":

This brochure has been designed to function as a "master" form. Use it to produce as many copies as you need. Simply enlarge the forms (by photostat or copier) by 250% to 8½x11 and then copy or print. Permission is granted to reprint these forms or this brochure in their entirety.

# It's worth money...

### TO THE PROGRAM:

Budgeting? Applying for a Grant? Evaluating? Planning? Buying? A volunteer program is not a "free" program. Its operation and maintenance depends not only on the expenditure of hours and energies, but on the expenditure of money as well. Good program management requires accurate and complete personnel records. Your staff, their functions, skills and service can be translated into dollars!

### TO THE VOLUNTEERS:

Movement of volunteers into other positions or into paid employment means that they must "take" their experience with them. For some, employment records mean a volunteer position commensurate with their experience. For others volunteer experience can be directly transferable to a paid position, "Taking" their experience can be as easy as maintaining simple records or as complex as a life time's worth of memories.

## THE JOB DESCRIPTION FORM

JOB DESCRIPTION FORM

Title of Position: \_\_\_\_\_ Date: \_\_\_\_\_

Department/Location: \_\_\_\_\_

Reports to (title and name): \_\_\_\_\_

General Nature, Scope, and Purpose of the Position: \_\_\_\_\_

Duties and Responsibilities (list in order of importance): \_\_\_\_\_

Supervisory Responsibilities (how many, job titles, type of supervision given): \_\_\_\_\_

### When filling out this form:

Keep in mind you are describing a job, not a person. Be as specific as possible. Often a phrase such as "fund raising" means little whereas, "raising funds for a charitable organization by means of telephone solicitation to the general public" says exactly what the job entails. Use the vocabulary list on the back of the brochure to assist you in finding appropriate words.

### TO ESTABLISH AGENCY IDENTITY:

Space has been left at the top of the forms for your agency's letterhead. Cut it off and paste to your 8½x11 master prior to reproducing. This is especially important when reproducing the "Employee Reference Form" as it gives the form credibility.

## THE REFERENCE FORM

VOLUNTEER WORK EXPERIENCE  
REFERENCE FORM

Agency/Organization Served  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Volunteer  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Volunteer Job Title:  
Description of skills, knowledge and abilities to perform duties and responsibilities of the job (include equipment and tools used):  
\_\_\_\_\_  
\_\_\_\_\_

Number and type of workers supervised: \_\_\_\_\_

Dates of service in this volunteer job: From: \_\_\_\_\_ to: \_\_\_\_\_

Length of service in this volunteer job: \_\_\_\_\_ years  
\_\_\_\_\_ months  
\_\_\_\_\_ weeks

Actual hours served in this job: \_\_\_\_\_ per day \_\_\_\_\_ per week  
\_\_\_\_\_ per month \_\_\_\_\_ total hours

Signature of Volunteer Worker: \_\_\_\_\_

Signature of Volunteer Services Supervisor: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Date: \_\_\_\_\_

(Note to Volunteer Worker: This certification is your record of your volunteer experience. It should be retained, as you might wish verification for a future job reference.)

### When filling out this form:

Refer to your records for hours worked and job description. Use the vocabulary list on the back of the brochure to find the exact wording to describe tasks, skills and experience. Provide the volunteer with a copy of the completed form.