



Personnel and Administrative Policy and Procedure

SUBJECT: Volunteer Management	EFFECTIVE DATE: JULY 1, 2003 REVIEWED: REVISED: December 2012
CATEGORY: 700 POLICY NUMBER: 700.1	CROSS REFERENCE: City of Milwaukie Municipal Codes: Chapter 2.10; Boards and Commissions Generally Volunteer Application Form; Volunteer Registration & Waiver Form; Parent /Guardian Permission and Waiver Form; Volunteer Performance Review Feedback Form; Volunteer Time Record Form

Purpose: To provide guidelines that support participation and community involvement of members of the public through volunteer opportunities within the City of Milwaukie.

Definitions

Volunteer:

1. Any person who donates approved service to the City without pay or reimbursement other than approved incidental expenses for those services rendered. Volunteers consist of people who are not employed by the City and are:
 - Eighteen (18) years of age or older.
 - Children age twelve (12) – seventeen (17) years of age with written parent permission.
 - Children age seven (7) – eleven (11) years, accompanied by a parent or legal guardian participating in family or group volunteer activities.
2. City employees who meet the above definition may also perform volunteer service for the City during their non-work hours provided:
 - The volunteer position is with an established volunteer program.
 - The work must be performed at the employee's initiative.
 - The volunteer work must be outside of the regular job functions performed for the City.
 - No work time will be used to perform the volunteer duties.
 - The employee signs a waiver indicating that the decision to volunteer is entirely his/her own and no payment for the work will be made.
3. During an emergency when the City Emergency Operations Center is activated, emergency volunteers will be considered City volunteers only if they are assisting at a City supervised work site and have signed in on a Volunteer Sign In Sheet.
4. For volunteer appointments to Boards, Commissions and Committees see City of Milwaukie Municipal Code Chapter 2.10 Boards and Commissions Generally.

Not considered volunteers are:

- Inmate workers
- Community restitution clients
- City employees who have not signed up as a volunteer through an established volunteer effort
- Student interns receiving college credit for work performed
- City employees who are coordinating and/or supervising a volunteer effort during work hours as part of their job duties.

Objective: To provide a uniform volunteer management system throughout the City which maximizes our volunteer resources.

Scope: All volunteers.

Policy: The City's mission is best served by the active participation of members of the public who through volunteer service allow continuation and expansion of services and support for paid City staff.

Procedures, Equipment and Training

Creating Volunteer Jobs

Once your department has decided to involve volunteers there are some steps to consider. For this to be successful some thought must be put into the process both in the beginning and for the duration of the volunteer's service with the department.

It is important to understand the difference between volunteer and paid positions:

- Make sure your volunteer jobs are created to supplement and support staff, not to replace paid staff.
- If a paid position is not filled, but will be eventually, a volunteer cannot be placed in that position until a paid person is hired.
- A prospective employee may not "volunteer" in a position they have applied for while they are waiting to hear the outcome of their application or to start employment.
- Most volunteer positions should be developed as part-time positions that can be done on a flexible schedule or are for a specific event of a limited duration.

Some additional tips for planning volunteer jobs:

- Involve salaried staff in the planning and developing of volunteer positions. Allow ample time to hear ideas, needs and concerns from all staff who will interact with the volunteer, even on a limited basis.
- Reach outside the conventional idea of what volunteers do and be creative as you look at your "wish list" and develop jobs for volunteers.
- Ask who will supervise and train the volunteer.
- What are the requirements for the time involved and the work schedule for the job? Are they fixed or flexible? Is the job on-going or will it end with a project?
- How will you evaluate the job and the volunteer? Will the volunteer feel appreciated for the job he or she is doing?

Recruitment and Selection

Volunteers become involved in City programs in many different ways. Some may hear or read about a one-time event such as a waterfront clean-up effort and decide to arrive and volunteer for that event only. Others may inquire about an ongoing opportunity within a City department such as shelving books at the city library.

In either situation, it is important to remember that you as the volunteer supervisor have the duty of recruiting and screening volunteers. You may recruit through flyers and information to neighborhood chairpersons, local newspapers, cable access, The Pilot, the City's website or other means. Potential volunteers may contact you for opportunities to work for the City. For a one day event the screening may consist of an overview of the duties, completion of the appropriate forms, and a self-selection on the part of the volunteer. For an ongoing position it would be appropriate to have the potential volunteer complete an application, interview the potential volunteer and explore their skills, knowledge, and interest in the position. You may also want to include a reference check in your screening process. (Sample applications are attached.) You may contact the HR Director for assistance in developing interview and reference questions.

Volunteer Orientation:

The following is a list of topics that may be included in a volunteer orientation. As a volunteer supervisor you will need to modify the items covered as appropriate for the particular volunteer position.

Potential topics are:

- Mission and Goals of the City
- Welcome
- Customer Service
- Safety
- Accident insurance (if driving their personal vehicle for City business)
- Lack of workers compensation or liability coverage
- Use of computer, fax, e-mail and internet (read and sign policies where appropriate)
- Screening
- Confidentiality
- Recycling
- Smoking locations
- Discrimination/harassment Policy and Procedure
- Drug and Alcohol Policy and Procedure
- General Information about City departments
- Legal Holidays for the City of Milwaukie Volunteer rights and responsibilities
- Appropriate waivers (see attached)

Documentation of Volunteer Hours

Departments must keep a record of volunteer hours for the individual volunteers including dates and times worked. Departments must submit to Payroll on a monthly basis a cumulative record of volunteer hours worked for workers' compensation billing purposes.

Since many volunteers include their volunteer service on job and other types of applications, they count on their volunteer supervisor to keep accurate work records. Individual records are kept in the volunteer's file.

Volunteer Recognition

The City will be responsible for some type of citywide recognition of City volunteers. The format of the recognition will be determined on an annual basis taking into consideration such matters as budget. Departments may also hold recognition events for volunteers to their own department. Departments will also want to recognize their volunteers on a daily basis throughout the year simply by saying thanks and letting them know their efforts are appreciated.

Dismissing a Volunteer

Volunteers, like paid staff, may be dismissed or released from volunteer service. It is important to document any problems the department may be having with a volunteer in the volunteer's file. Prior to dismissing a volunteer, determine if the goals and objectives of the job assignment were made clear. Attached is a performance review form which may be used to review the work of a long term volunteer. This may not be necessary to use if you have discussed performance with the volunteer. However if there are concerns with performance it is important to document the issues and to provide feedback to the volunteer. The performance review form is provided as a tool to assist you with this if it becomes necessary.

Guidelines for Dismissing a Volunteer:

- Inform related staff of your intentions
- Choose a quiet private setting
- State the purpose of the meeting
- Identify the volunteer's expected behavior
- Describe your observations; cite specific instances of problem behavior
- Allow the volunteer to speak and inform you of the reasons for their actions
- Compliment the volunteer on individual skills or positive aspects of performance
- Release the volunteer from duty without reprimand or apology
- Document in writing the conversation, the information reviewed, and the final decision
- Dismiss the volunteer only as a last resort

Safety in the Workplace

Departments are responsible for providing volunteers with safety and personal injury guidelines for specific jobs and work locations. When personal protection equipment is required for the position, the volunteer must either provide his or her own or be properly equipped by the department and trained in the use of the equipment prior to engaging in any such work. Volunteers may only perform functions requiring a license or certification if they have the current license or certification that is required for that particular function.

Liability and Insurance Coverage

Volunteers must realize they are volunteering at their own risk. However, Workers' Compensation coverage is provided for volunteers. The City's general liability insurance coverage extends to volunteers and agents of the City.

Accident/Incident Reporting

Any damage to personal or City vehicles, property or personal injuries that occurs during a volunteer's official volunteer duties for the City must be reported immediately to his or her supervisor.

All volunteer injuries requiring medical attention must be reported within 24 hours on the workers' compensation 801 form. The volunteer supervisor must complete the supervisor's portion of the 801 form prior to submitting to Human Resources. If the accident/injury does not require medical attention the supervisor will need to complete the supervisor's reporting form and submit the form to Human Resources.

If there is damage to personal or City vehicles or property the supervisor must then submit a completed incident form to Risk Management by the end of the first business day after the accident.

Volunteers Use of a City Vehicle:

- Volunteers may not drive City vehicles, as the City's insurance coverage does not extend to volunteers.
- Volunteers may use a private vehicle for their official volunteer work if a DMV driving check is completed and proof of insurance is kept on file for the volunteer.

Volunteers Use of City Equipment

Volunteers may use City equipment in the course of their duties provided they have had appropriate training and supervision. They must follow all safety procedures and age requirements designated by State law or City policy for the safe handling of any equipment used.

Confidentiality

Volunteers are expected to adhere to the same confidentiality guidelines as paid City staff. City staff is responsible for explaining confidentiality guidelines to the volunteers.

Standards of Conduct

Volunteers are expected to adhere to the City and departmental policies and procedures for volunteers while acting in their official duties as outlined by the department. Departments may expand or create additional policies and procedures that are specific to the department and its volunteer jobs and responsibilities.

Responsibilities

Supervisors:

- To identify particular needs/projects for volunteers
- Recruit and select volunteers
- Inform volunteers of requirements of the position, obtain signatures on appropriate waivers prior to the volunteer beginning work, and to orient the volunteer to policies and the job
- Supervise the work performance of the volunteer
- Provide the volunteer with performance feedback and acknowledgment for their contributions to the City.
- Report volunteer hours to payroll once a quarter on the attached

Volunteer Coordinator in Neighborhood Services:

To maintain a data base of potential volunteer position and potential volunteers
To maintain records of waivers and releases for volunteers