

Kids Central, Inc. System of Care Policy & Procedure

Series: Community Development

Policy Name: Volunteer Program

Policy Number: 802

Origination Date: 11/01/2010 **Revision Date:**

Reference: Kids Central Policy 1106

Attachments: Volunteer Request Form

Policy

It is the policy of Kids Central, Inc. to accept and encourage the involvement of volunteers at all levels of the company and within all appropriate programs and activities. Kids Central staff are instructed to identify meaningful and productive roles in which volunteers might serve and also to assist in the recruitment of volunteers from the community. Kids Central recognizes that volunteers are essential to the productivity, efficiency, and cost-effectiveness of the organization and welcomes individuals and groups who have the skill, talent, ability, and time to volunteer.

Definitions:

A "Volunteer" is a person who, of his/her free will, provides goods or services to any department or program at Kids Central without receiving monetary or material compensation.

A "Regular-Service Volunteer" is a person engaged in specific voluntary service activities at Kids Central. This could include episodically, virtually or on a continual basis.

A "Student Volunteer" is a person under the age of 18 who is required by a school district to perform volunteer service. Children under 18 years of age who wish to volunteer must be pre-approved by a department director and must have a parent's supervision.

Procedure

Role of the Supervisor of Volunteer Services

1. The productive utilization of volunteers requires a planned and organized effort. The Supervisor of Volunteer Services is responsible for managing the entire volunteer program. This position provides a central contact, offering coordinated management under the Kids Central guidelines for the benefit of staff and volunteers in their efforts to provide services and resources to clients.

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2. The position is responsible for recruiting, interviewing, and evaluating all volunteers.
3. The Volunteer Supervisor will maintain a system of records, including dates and hours of service, positions held, and awards received.

Recruitment

1. Kids Central will recruit volunteers by joining forces with local volunteer organizations such as RSVP (Retired Senior Volunteer Program), presenting at public speaking engagements, networking, advertising, and word of mouth.
2. Appropriate means will be used to advertise for volunteers taking into account the principles of our Equal Opportunities and Diversity Policies.

Application

Volunteers will complete an employee application and all additional employee paperwork concerning confidentiality and security.

Interviewing, Screening and Selection

1. Volunteers will be interviewed by the Supervisor of Volunteer Services to determine eligibility, skills, and to develop a schedule.
2. Volunteers will submit to Drug Testing and Background Screenings in accordance with HR Policy #1106.

Confidentiality

1. Volunteers will maintain strict confidentiality of any information to which they may have access within their volunteer job.
2. Volunteers are prohibited from using information or materials not generally available to the public and obtained by reason of their volunteer positions for their benefit or the benefit of others.
3. Volunteer personnel records will be maintained in HR and shall be accorded the same confidentiality as Kids Central employee personnel records.

Dress code

1. As representatives of Kids Central, volunteers, like staff, are responsible for presenting a positive image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Volunteers are to be identified as such by wearing Kids Central badges or by other methods approved by Kids Central.

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Internal Department Volunteer Request

1. All requests must be submitted on the Kids Central Volunteer Request Form and must be submitted to the Supervisor of Volunteer Services electronically. The subject line of the electronic request must contain the department name and the words "volunteer request".
2. The Volunteer Supervisor will need sufficient time to match the appropriate volunteer to the job request. The volunteer Supervisor will schedule a time for the volunteer to complete the task with the requesting department.
3. The requesting department will need to have the proper tools and supplies for the volunteer to complete the requested task.
4. All volunteers will check in and out with the Volunteer Supervisor in the Resource Center.

Approved By:

Cynthia A. Schuler, Chief Executive Officer

Date