

# **VOLUNTEER SERVICE POLICIES AND PROCEDURES**

CAMILLIAN DISASTER SERVICE INTERNATIONAL FOUNDATION

## **1. The Volunteer Program**

### **1.1 Overall Policy on Management of Volunteers**

The achievement of the goals and mission of this Foundation is best served by the active participation of citizens of the community. To this end, the Foundation accepts and encourages the involvement of volunteers at various levels of the Foundation and within appropriate programs and activities.

### **1.2 Purpose of Volunteer Policies**

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Foundation reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Volunteer Program Manager and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Volunteer Program Manager.

### **1.3 Scope of Volunteer Policies**

Unless specifically stated, these policies apply to all recruited volunteers in all programs and projects undertaken on or on behalf of the Foundation, and to all sites of operation of the Foundation.

### **1.4 Role of the Volunteer Management Department**

The productive management of volunteers requires a planned and organized effort. The function of the volunteer management department is to provide a central coordinating point for effective volunteer management within the Foundation and to direct and assist staff and volunteer efforts to jointly provide more productive services. The Volunteer Program Manager shall bear primary responsibility for planning for effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the Foundation.

### **1.5 Definition of 'Volunteer'**

A 'volunteer' is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of the Foundation. A 'volunteer' must be officially accepted and enrolled by the Foundation before the performance of the task. A volunteer is also expected to help promote the mission of CADIS to their families, a network of friends, workplace, associations, church, and community.

### **1.6 Staff Relatives as Volunteers**

Family members of staff are allowed to volunteer with the Foundation. When family members are enrolled as volunteers, they will not be placed under the direct supervision or within the same department as other members of their family who are employees.

### **1.7 Beneficiaries and Relatives as Volunteers**

Foundation beneficiaries may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with a provision of services to the beneficiary or others. Relatives of beneficiaries may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

### **1.8 Special Case Volunteers**

The Foundation promotes and accepts as volunteers those who are discerning for Camillian religious life, candidates to religious life in formation and members of the Camillian Family (religious, lay). They should be accompanied with special attention to their vocation and aspiration.

### **1.9 Service at the Discretion of the Foundation**

The Foundation accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Foundation. Volunteers agree that the Foundation may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Foundation. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the Foundation. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

### **1.10 Volunteer Rights and Responsibilities**

Volunteers are viewed as a valuable resource to this Foundation, its staff, and its beneficiaries. Volunteers are extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the Foundation.

### **1.11 Scope of Volunteer Involvement**

Volunteers may be utilized in all programs and activities of the Foundation, and serve at all levels of skill and decision-making. Volunteers should not, however, be utilized to displace any paid employees from their positions.

## **2. Volunteer Management Procedures**

### **2.1 Maintenance of Records**

A system of records will be maintained on each volunteer with the Foundation, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Management Department in a timely and accurate fashion.

Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

## **2.2 Conflict of Interest**

No person who has a conflict of interest with any activity or program of the Foundation, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the Foundation. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain. Conflict of interest may arise when accepting payment or gifts or engaging in partisan political activities.

## **2.3 Representation of the Foundation**

Before any action or statement which might significantly affect or obligate the Foundation, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the agency as specifically indicated within their job descriptions and only to the extent of such written specifications.

## **2.4 Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, beneficiary, or other person or involves overall Foundation business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Foundation or other corrective action.

## **2.5 Worksite**

An appropriate worksite shall be established prior to the enrollment of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable to volunteer to effectively and comfortably perform their duties.

## **2.6 Dress Code**

As representatives of the Foundation, volunteers, like the staff, are responsible for presenting a good image to clients and the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Volunteers shall respect particular cultural traditions and customs at the worksite.

# **3. Volunteer Recruitment and Selection**

## **3.1 Position Descriptions**

Volunteer requires a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill prior to any assignment or recruitment effort. This position will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially. All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits.

### **3.2 Staff Requests for Volunteers**

Requests for volunteers shall be submitted in writing by interested staff, complete with a draft position description and a requested timeframe. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance notice. The Volunteer Management Department reserves the right to refuse to recruit or place any volunteers until staff are prepared to make effective use of volunteer resources.

### **3.3 Recruitment**

Volunteers shall be recruited by the Foundation on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to gender, physical condition, age, race or other condition. A major qualification for volunteer recruitment shall be suitability to perform a task on behalf of the Foundation. Volunteers may be recruited through either an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function.

### **3.4 Interviewing**

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by other means.

### **3.5 Health Screening**

In cases where volunteers will be working with beneficiaries with health risks, a health screening procedure may be required prior to a volunteer assignment. Also, if there are physical requirements necessary for the performance of a volunteer task, screening or testing procedure may be required to ascertain the ability of the volunteer to safely perform the task.

### **3.6 Criminal Records Check**

As appropriate for the protection of beneficiaries, volunteers in certain assignments may be asked to submit to a background criminal check. Volunteers who do not agree to the background check may be refused assignment.

### **3.7 Placement with At High-Risk Areas**

Where volunteers are to be placed in high-risk areas (where there is war, conflict or epidemic), additional screening procedures may be instituted. These procedures may include special health screening, direct background investigation, etc. Volunteers who refuse permission for conduct of these checks will not be accepted for placement.

### **3.8 Certificate of Ability**

Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment which might affect their volunteer work will not be accepted without written verification of suitability from their physician. Any volunteer who, after acceptance and assignment by the Foundation, enters a course of treatment which might adversely

impact upon the performance of their volunteer duties should consult with the Volunteer Program Manager.

### **3.9 Staff Participation in Interviewing and Placement**

Wherever possible, staff who will be working with the volunteer should participate in the design and conduct of the interview. Final assignment of a potential volunteer should not take place without review and approval of appropriate staff with whom the volunteer will be working.

### **3.10 Acceptance and Appointment**

Service as a volunteer with the Foundation shall begin with an official notice of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Foundation, who will normally be the Volunteer Program Manager. No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork.

### **3.11 Probationary Period**

All volunteer placements shall initially be done on a trial period of 30 days. At the end of this period, a second interview of the volunteer shall be conducted, at which point either the volunteer or Foundation staff may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position within the agency.

### **3.12 Re-Assignment**

Volunteers who are at any time re-assigned to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with the Foundation.

### **3.13 Professional Services**

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license should be maintained by the Volunteer Management Department.

### **3.14 Length of Service**

All volunteer positions shall have a set term of duration. It is highly recommended that this term shall not be longer than one-year, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of re-assignment of that position to the incumbent.

### **3.15 Leave of Absence**

At the discretion of the supervisor, leaves of absence may be granted to volunteers. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer's term of service.

## **4. Volunteer Training and Development**

### **4.1 Orientation**

All volunteers will receive a general orientation on the nature and purpose of the Foundation, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position which they are accepting in that effort.

### **4.2 On-the-Job Training**

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

### **4.3 Staff Involvement in Orientation and Training**

Staff members with responsible for the delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Those staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

### **4.4 Volunteer Involvement in Orientation and Training**

Experienced volunteers should be included in the design and delivery of volunteer orientation and training.

### **4.5 Continuing Education**

Just as staff, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities should be made available to volunteers during their connection with the Foundation. This continuing education may include both additional information on the performance of their current volunteer assignment as well as more general information and might be provided either by the Foundation or by assisting the volunteer to participate in educational programs provided by other groups.

### **4.6 Conference Attendance**

Volunteers are authorized to attend conferences and meetings which are relevant to their volunteer assignments, including both those of the Foundation and of other organization. Prior approval from the volunteer's supervisor should be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

## **5. Volunteer Supervision and Evaluation**

### **5.1 Requirement of a Supervisor**

Each volunteer who is accepted to a position with the Foundation must have an identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

## **5.2 Volunteers as Volunteer Supervisors**

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

## **5.3 Volunteer/Staff Relationships**

Volunteers and staff are considered to be partners in implementing the mission and programs of the Foundation, with each having an equal but complementary role to play. It is essential for the proper operation of this relationship that each partner understand and respect the needs and abilities of the other.

## **5.4 Acceptance of Volunteers by Staff**

Since individual staff is in a better position to determine the requirements of their work and their abilities, **no volunteer will be assigned to work with a staff person without the consent of that staff person.** Since volunteers are considered a valuable resource in performing the Foundation's work, staff are encouraged to seriously consider creative ways in which volunteers might be of service and to consult with the Volunteer Management Department if they feel in need of assistance or additional training.

## **5.5 Staff Volunteer Management Training**

An orientation on working with volunteers will be provided to all staff. In-service training on effective volunteer utilization will be provided to those staff who are highly involved in volunteer management.

## **5.6 Volunteer Involvement in Staff Evaluation**

Examination of their effective utilization of volunteers may be a component in the evaluation of staff persons who are assigned to work with volunteers. In such cases, supervisors should ask for the input and participation of volunteers in evaluating staff performance.

## **5.7 Staff Involvement in Volunteer Evaluation**

Affected staff should be involved in all evaluation and work assignments of volunteers with whom they are connected.

## **5.8 Lines of Communication**

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, volunteers should be included in and have access to all appropriate memos, materials, and meetings relevant to the work assignments. To facilitate the receipt of this information on a timely basis, volunteers should be included on all distribution schedules and should be assigned a site or email box for receipt of information distributed in their absence. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer. Lines of communication should operate in both directions and should exist both formally and informally. Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.

## **5.9 Absenteeism**

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor

as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

#### **5.10 Substitution**

Volunteers may be encouraged to find a substitute for any upcoming absences which might be filled by another volunteer. Such substitution should only be taken following consultation with a supervisor and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently enrolled as volunteers with the Foundation.

#### **5.11 Standards of Performance**

Standards of performance shall be established for each volunteer position. These standards should list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for the accomplishment of the work. Creation of these standards will be the responsibility of the Volunteer Management Department. A copy of the standards should be provided to the volunteer along with a copy of their job description at the beginning of their assignment.

#### **5.12 Evaluations**

Volunteers shall receive periodic evaluations to review their work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the Foundation, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The evaluation session is an opportunity for both the volunteer and the Foundation to examine and improve their relationship.

#### **5.13 Written Basis for Evaluation**

The position description and standards of performance for a volunteer position should form the basis of evaluation. A written record should be kept of each evaluation session.

#### **5.14 Staff Responsibility for Evaluation**

It shall be the responsibility of each staff person in a supervisory relationship with a volunteer to schedule and perform periodic evaluation and to maintain records of the evaluation.

#### **5.15 Corrective Action**

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

#### **5.16 Dismissal of a Volunteer**

Volunteers who do not adhere to the rules and procedures of the Foundation or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the Volunteer Program Manager.

### **5.17 Reasons for Dismissal**

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of Foundation equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by Foundation policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

### **5.18 Concerns and Grievances**

Decisions involving the corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing their concern or grievance.

### **5.19 Notice of Departure or Re-Assignment of a Volunteer**

If a volunteer departs the Foundation, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Volunteer Management Department to inform those affected staff and clients that the volunteer is no longer assigned to work with them. In cases of dismissal for cause, this notification should be given in writing and should indicate that any further contact with the volunteer is outside any scope of the relationship with the Foundation.

### **5.20 Resignation**

Volunteers may resign from their volunteer service with the Foundation at any time. It is requested that volunteers who intend to resign must provide an advance notice of their departure and a reason for their decision.

### **5.21 Exit Interviews**

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improve the position, and the possibility of involving the volunteer in some other capacity with the Foundation.

### **5.22 Communication with the Volunteer Management Department**

Staff who are supervising volunteers are responsible for maintaining regular communication with the Volunteer Management Department on the status of volunteers and are responsible for the timely provision of all necessary paperwork to the Department. The Department should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

### **5.23 Evaluation of Agency Volunteer Utilization**

The Volunteer Management Department shall conduct an annual evaluation of the utilization of volunteers by the Foundation. This evaluation shall include information gathered from volunteers, staff, and clients.

## **6. Volunteer Support and Recognition**

### **6.1 Reimbursement of Expenses**

Volunteers are eligible for reimbursement of reasonable expenses incurred while undertaking business for the Foundation. The Volunteer Management Department shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any major expenditure.

### **6.2 Access to Foundation Property and Materials**

As appropriate, volunteers shall have access to Foundation property and materials necessary to fulfill their duties and shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for Foundation purposes. This policy includes access to and use of agency vehicles.

### **6.3 Insurance**

Comprehensive insurance (health and accident) is provided for all volunteers engaged in Foundation business. Specific information regarding such insurance is available from the Volunteer Management Department.

### **6.4 Security**

The Foundation is committed to securing a safe working environment for volunteers. Maximum prudence and conduct are encouraged. Volunteers are reminded not to bring valuable personal items and a large amount of money unnecessary for the work assumed. The Foundation is not responsible for lost or stolen personal property and will not reimburse any personal property damages due to negligence.

### **6.5 In Case of Emergency**

The Foundation ensures the safety of all volunteers. In the event of a natural disaster, war and conflict, volunteers shall inform immediately their supervisor for necessary evacuation or repatriation. In case of serious illness, the insurance agency must be informed by the supervisor for further advice.

### **6.6 Recognition**

An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the agency. Volunteers will be consulted and involved to develop an appropriate format for the event.

### **6.7 Informal Recognition**

All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple "Thank You's" to a concerted effort to include volunteers as full participants in program decision making and implementation.

### **6.8 Volunteer Career Paths**

Volunteers are encouraged to grow and develop their skills while serving with the Foundation and are to be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. If so desired by the volunteer, the Foundation should

assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

### **6.9 Staff Recognition**

The Volunteer Management Department shall design a program for recognition of staff who work well with volunteers and shall consult with volunteers to identify appropriate staff to receive such awards.

### **6.10 Food Allowances and Accommodation**

The Foundation provides food, accommodation, and transportation (for travels related to the project) to volunteers. All expenses must be properly documented.

*Reference: Sample Volunteer Management Policies ([template](#))*

Draft