



THE KINGS CENTER

Volunteer Program Policies & Procedures Manual

The Kings Center is an Agency of



United Way of Franklin County

THE VOLUNTEER PROGRAM

1.1 Purpose

The policy manual is in place to provide guidance and direction to staff and volunteers engaged in volunteer involvement. The guidelines contained herein are intended to provide direction for the Board and staff regarding the volunteer program. The Board reserves the exclusive right to change the policies at any time. The Volunteer Program Coordinator and the Board must approve any deviation from the policies contained herein. Any area not specially covered by the policy shall be determined by the Volunteer Program Coordinator and upon approval of the Board incorporated thereafter.

1.2 Scope of Policies

The policies within this manual apply to all volunteers in all programs and projects of The Kings Center.

1.3 The Role of the Volunteer Coordinator

The responsibility of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within the agency. The Coordinator will be responsible for the Volunteer Orientation Training. The Coordinator will be responsible for identifying productive and creative volunteer roles, recruiting stable and committed volunteers, and for tracking and evaluating the contribution of volunteers to the agency.

1.4 Definition of Volunteer

A volunteer is individual who performs a task at the direction of or on behalf of The Kings Center without compensation or expectation of compensation. A volunteer must complete the Volunteer Background Screening Process as well as the Volunteer Orientation Training before officially volunteering for The Kings Center.

1.5 Program Participants and Relatives as Volunteers

Agency participants may be accepted as volunteers, where the services renders do not constitute an obstruction to or conflict with the provision of services to the clients or to others.

1.6 Volunteer Service at the Discretion of the Agency

The Kings Center will accept the service of any volunteer that has completed the requirements of the Volunteer Program with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the agency may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency.

1.7 Volunteer Rights and Responsibilities

Volunteers are valuable to The Kings Center and shall be extended the right to be given meaning meaningful assignments, the right to be treated respectfully and fairly, the right to have effective supervision, and the right to be recognized for the work completed.

VOLUNTEER MANGEMENT PROCEDURES

2.1 Records Management

The Kings Center maintains records on each volunteer. Volunteer records include the application, reference checks, background checks, volunteer schedules, volunteer award and volunteer evaluations. All volunteer records are confidential.

2.2 Conflict of Interest

No person who has a conflict of interest with any activity or program of the agency shall be accepted as a volunteer with the agency.

The Kings Center is judged, in large part, by the individual and collective performance of its volunteers. The Kings Center must recognize the importance of a volunteer's duty to The Kings Center, and to its members and supporters, to act in a manner that merits public trust and confidence. Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of The Kings Center and will preserve and strengthen public confidence in The Kings Center activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of The Kings Center. 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 for themselves or for a relative as a result of Kings Center business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. Participation in any activity prohibited by this Policy can result in the termination of volunteer service. Some conflict of interest situations are easily identifiable, whereas others are more subtle.

2.3 Representation of the Agency

Volunteers should seek consultation from the Coordinator or the Board prior to any action or statement that might significantly affect or obligate the agency.

No volunteer shall use Kings Center stationery or any title of The Kings Center, refer to The Kings Center, or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of The Kings Center and to express an opinion on its behalf.

2.4 Confidentiality

All information regarding The Kings Center obtained in the official capacity as a volunteer is confidential, whether this information involves staff, volunteer, client, or other person or involves agency business. Failure to maintain confidentiality may result in the termination of the volunteer's relationship with the agency.

2.5 Dress Code

Volunteers are representatives of The Kings Center and are responsible for presenting a positive image to constituents and the community. Volunteers will dress appropriately for the conditions and performance of their duties. All volunteers will wear a volunteer nametag while volunteering at The Kings Center. The dress code is casual. Female volunteers are not permitted to wear low cut shirts, daisy duke shorts, or mini skirts. Male volunteers must wear shirts and no shagging jeans will be permitted.

2.8 Timesheets

Individual volunteers are responsible for signing in and sign in out when volunteering.

VOLUNTEER RECRUITMENT AND SELECTION

3.1 Position Descriptions

Volunteer staff will have clear and concise descriptions of their responsibilities prior to any volunteer assignment. All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor, and a designated timeframe for the execution of the duties.

3.2 Staff Request for Volunteers

Any request for volunteers by the Board or any program sponsored by The Kings Center shall be submitted in writing to the Volunteer Coordinator. The Coordinator will work with the program supervisor to select appropriate volunteers.

3.3 Recruitment

Volunteers shall be recruited by the agency on a pro-active basis with the intent of expanding volunteer involvement of the community. The qualification for volunteer recruitment shall be the suitability to perform a task on behalf of the agency.

3.4 Interviewing

All volunteers will be interviewed by **the Volunteer Coordinator** to determine the qualifications of the volunteer, the commitment to fulfill the requirements of the position. The Volunteer Coordinator should answer any questions that the volunteer might have regarding the position.

3.5 Background Checks

All adult volunteers will submit to an AOC criminal records check, National Sex Offender Registry check, Motor Vehicle records check, and a CHFS Child Abuse and Neglect background check. State criminal records check on all adult volunteers will be reviewed on a regular and continuous basis.

Basis for Automatic Disqualification:

1. All sex-related offense convictions;
2. All felony offense convictions against or involving a minor;
3. All felony offense convictions against persons or property;
4. All alcohol violation convictions within two (2) years from date of check, and no more than two (2) such offense convictions in total;
5. All felony drug-related offense convictions; or
6. All misdemeanor drug-related offenses within two (2) years from the date of check, and no more than two (2) such offense convictions in total.

Basis for Disqualification on a Case by Case Basis:

The board of directors shall review all violations or misdemeanor offense convictions against or involving a minor in view of all the circumstances, and , in the discretion of the board, may also review other applications. After review the board may disqualify prospective volunteers on a case by case basis for such conviction or other cause.

All volunteers that are minors, students under the age of 18, must provide three character reference checks because background checks cannot be generated for minors. Furthermore, parental permission slips must be completed prior to volunteering.

Also, volunteers that are out of state students at one of the local Universities must submit three character references.

3.6 Change of Placement

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must advise the supervisor and receive all appropriate training for that placement.

3.7 Service Requirement

The Kings Center would like all volunteer to commit to a minimum of six months of service. At the end of that six month period, a volunteer can extend their service commitment. This is to provide the children with consistent volunteer throughout the school year. The Kings Center is committed to limiting the amount of disruption in the lives of the children that we serve.

3.8 Leave of Absence

Volunteers may request a leave of absence with the approval of the Coordinator. This leave of absence will not alter or extend beyond the previously agreed ending date of service.

3.9 Training

Volunteers receive training as part of their volunteer service with The Kings Center. All volunteers must complete orientation training. Volunteer Orientation provides an overview of The Kings Center, its mission, history and goals. Each volunteer will participate in an orientation prior to beginning his or her service. The orientation is designed to provide a framework for volunteering. The training details the skills and knowledge necessary to perform their volunteer assignment

VOLUNTEER SUPERVISION AND EVALUATION

4.1 Volunteer Supervisor Requirement

A volunteer assigned to a program will have will have a supervisor to direct and guide them daily. The supervisor is responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to provide consultation and assistance.

4.2 Volunteer Relationship with Staff and Program Children

Volunteers are considered program partners in implementing the mission and programs of the agency with each having equal but complementary roles in program execution. It is essential that each partner in this relationship to understand and respect the needs and abilities of the other. If at any time if a problem exists in this relationship, please contact the Coordinator.

Volunteers should maintain a professional boundary with children. Volunteers are not permitted to exchange telephone numbers with children unless approved by the Supervisor of the program. Nor is the volunteer permitted to engage in any type of behavior that would be deemed inappropriate with the children.

4.3 Attendance and Time

Volunteer attendance is important to the operation of each program. Volunteers are expected to perform their duties on a regular scheduled and timely basis. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day or presentation. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

4.4 Evaluation

Volunteers receive periodic evaluations to review their performance. The evaluations allow for a volunteer and supervisor to suggest changes, seek suggestions and enhance the relationship between the volunteer, staff and The Kings Center. The evaluation is discussion period, and the Coordinator, supervisor and volunteer should establish an open line of communication.

4.5 Recognition

The Kings Center Board of Directors will sponsor a recognition event for volunteers to highlight their contributions to the organization. Continuing recognition of volunteers is vital and will occur throughout the year.

4.6 Conduct

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and The Kings Center. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of Kings Center property or that of any.
- Failure to cooperate fully in any Kings Center investigation.
- Altering Kings Center reports or records.
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on Kings Center premises, at sponsored activities or in areas which could jeopardize the safety of others.
- Improper use of Kings Center property or property owned by any other individual or organization.
- Lack of cooperation, or other disrespectful conduct.
- Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, facsimile machines, or other Kings Center-owned equipment.
- Unauthorized disclosure of Kings Center proprietary or confidential information.
- Unsatisfactory performance or conduct.

4.7 Smoking

The Kings Center intends to provide a safe and healthy environment. Smoking in the center is prohibited.

The Kings Center provides a drug-free, healthy, and safe environment. While on Kings Center premises and while conducting Kings Center related activities off Kings Center premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

4.8 Safety and Liability

The Kings Center aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify his or her supervisor immediately. Volunteers should also complete an incident report and submit the report to the volunteer's supervisor.

The Kings Center general liability coverage, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at The Kings Center direction and within the scope of their duties for The Kings Center. The Kings Center general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions.

The Kings Center volunteer accident insurance coverage covers some injuries to volunteers while volunteers are performing volunteer service on behalf of The Kings Center. In some instances, volunteers must sign a release absolving The Kings Center of liability when the volunteers voluntarily and knowingly subject themselves to certain risks while performing volunteer services on behalf of The Kings Center.

The Kings Center desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment.

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member.
- Never leave your purse, wallet, or other valuable items on or under your desk. Keep these items out of sight. Keep your wallet or purse with you at all times or keep them in a secure drawer or cabinet. Avoid carrying large sums of money. Desks, lockers, and other storage devices may be provided for a volunteer's convenience but remains the sole property of the King Center. Accordingly, any agent or representative of The Kings Center can inspect them, as well as any articles found within them, at any time, either with or without prior notice. The Kings Center is not responsible for lost or stolen personal property. The Kings Center will not reimburse a volunteer for any personal property which disappears from a volunteer site.

4.9 Equipment and Vehicles

Any equipment, machines, tools, or vehicles which appear to be damaged, defective, or in need of repair should be reported to the volunteer's supervisor. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to others. An individual supervisor can answer any questions about the volunteer's responsibility for maintenance and care of equipment or vehicles used during a volunteer assignment. The Kings Center owned or leased equipment and vehicles are to be used for The Kings Center business purposes only and may not be borrowed or otherwise used for personal use.

GENERAL VOLUNTEER POLICIES

5.1 Emergency Closings

The Kings Center strives to ensure the safety of all volunteers. In the event of inclement weather, volunteers will be responsible for contacting their volunteer site to inform their supervisor that they will not be performing their scheduled service. If The Kings Center office should close, the Volunteer Management Office will notify volunteers scheduled to perform service via phone.

5.2 Telephones and Mail Services

Telephones are for business purposes. When permitted, personal phone calls should be kept to a minimum and should not interfere with volunteer service.

5.3 Computer Usage

The Kings Center provides computers, e-mail, and Internet access to assist volunteers in performing their duties. Computers, e-mail and Internet access should be used for business related purposes. Personal business should not be conducted during volunteer time.

5.4 Return of Property

Volunteers are responsible for The Kings Center property which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteer's possession or control. All The Kings Center property must be returned on or before your last day. The Kings Center may take all actions deemed appropriate to recover or protect its property.

5.5 Sexual Harassment in the Workplace

The Kings Center is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. The Kings Center encourages volunteers to bring any incidents of sexual harassment to the immediate attention of a direct supervisor, Human Resources or the Office of General Counsel.

5.6 Accepting Payment or Gifts

No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or for participation in workshops or similar activities.