

 Volunteer Resources Program	Administrative Policy Manual Chapter 3 – Personnel Article 12
	Attachments: <ul style="list-style-type: none"> • 3.12A) Agreement to Serve Form • 3.12B) Volunteer Supervisor Handbook (TBD) • 3.12C) Volunteer Handbook (TBD)
Effective Date: 01/06/06	Responsible Department: OCM
Prior Version & Notes: <ul style="list-style-type: none"> • Prior Version: August 1996 • Prior Version: February 2005 • See also: <ul style="list-style-type: none"> • Internship Policy (Chapter 3, Article 11) • Boards & Commission Policies (Chapter 1, Article 15) 	

Section 1. Purpose

The purpose of this policy is to define the structure of the Volunteer Resources Program and to build effective volunteer management throughout the City. This policy ensures consistent and effective supervision for City volunteers, fair and professional treatment of volunteers City-wide, and the balanced use of City resources available for volunteer activities. This article includes the Juvenile Diversion Program administered by the Probation Division of the Department of Public Safety.

Subd. 1. Overall City Philosophy

The primary purpose of the Volunteer Resources Program is to augment and enhance community engagement and the delivery of City services in Sunnyvale. Additionally, the Volunteer Program encourages involvement in local government and promotes participation by individuals and groups within the Sunnyvale community.

The City benefits from volunteer involvement which:

- Extends the City’s ability to provide services effectively and efficiently and to conserve resources,
- Builds understanding of and participation in City government,
- Strengthens community ties through collaboration and partnership.

Benefits to volunteers include:

- The opportunity to develop skills and gain experience,
- An increased understanding of City government and the opportunity to positively influence its effectiveness,
- Personal satisfaction in helping the community.

Section 2. Policy

Subd 1. Volunteer Recruitment

The Volunteer Resources office coordinates City-wide volunteer recruitment activities and materials. Recruitment targets the broadest possible community involvement representing

the diverse population of Sunnyvale.

A. Volunteer Assignments

- (1) Every assignment or activity for which volunteers are utilized must have a written volunteer position description. The description provides both staff and volunteers with a clear explanation of responsibilities, qualifications needed, and benefits to the volunteer. For more information, see *Volunteer Supervisor Handbook* available on the Jasmine Web site or from the Volunteer Resources office.
- (2) Volunteer positions may include assignments or projects that are:
 - Short-term or long-term to be completed within a defined period,
 - Ongoing without an identified end date,
 - To be completed by an individual, or
 - Shared among a group.

B. Volunteer Qualifications

All volunteers must meet minimum qualifications for placement into any City-related assignment. The primary qualification for volunteer placement is the ability and suitability to perform a task on behalf of the City of Sunnyvale.

- (1) Age. The minimum age of a City volunteer is 13 unless specified otherwise in federal and state laws or in the volunteer description.
- (2) Background Investigations. Depending on the nature of the volunteer assignment and in accordance with federal, state, and local requirements, volunteers may be subject to criminal background checks and/or reference checks. Any volunteer who has direct contact with minors or who has supervisory or disciplinary authority of minors must obtain Department of Justice clearance in advance of the assignment. Expenses for the background check should be absorbed by the program using the volunteer.
- (3) For all activities related to the recruitment and retention of volunteers, the City of Sunnyvale does not discriminate on the basis of race, color, religion, sex or sexual orientation, national origin, disability, marital status, or political beliefs. Individuals requesting accommodation or accessibility information should contact the Volunteer Resources office regarding their specific request.

Subd. 2. Placing Volunteers

- A.** To the extent possible, volunteers are offered opportunities that match their skills and interests and also serve operational needs. Volunteers may not be assigned to displace any City employee from a paid position. A volunteer position may not replace an employee position which is vacant due to retirement, resignation or termination.
- B.** As a service to departments, the Volunteer Resources office conducts screening interviews for volunteers to determine their qualifications, ability and suitability to volunteer in Sunnyvale. The Volunteer office then refers such

volunteers to the department volunteer supervisor for interview and placement. During the screening interview the Volunteer office offers an overview and orientation to the City of Sunnyvale. When the screening interview is conducted by the volunteer supervisor in the department, this interview should also include such an overview. (City overview template is available from the Volunteer Resources Manager.)

- C. All volunteer placements begin on a trial basis for a period of 30 days. At the end of the trial period, the volunteer and supervisor may meet to evaluate the extent to which the objectives of both the City and the volunteer are being satisfied.
- D. Volunteers should wear the City-issued identification name badge when appropriate while on assignment as a volunteer in the City of Sunnyvale. The name badge should be used only when volunteering for the City and at no other time.
- E. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they have access while serving as a volunteer including confidential information concerning personnel matters, members of the community, or related to City business.
- F. A volunteer appointment may be terminated at any time at the City's sole discretion with or without cause. There is no appeal from the termination of a volunteer appointment.

Subd. 3. Supervising Volunteers

Each Sunnyvale volunteer must be assigned a clearly identified supervisor in the department that is responsible for day-to-day consultation, support and direction. For more information, see the *Volunteer Supervisor Handbook*.

- A. The volunteer supervisor should make every attempt to contact the prospective volunteer the day the referral is received from the Volunteer Resources office, and no later than the following business day to arrange a placement interview (*Customer Service Policy* Chapter 1, Article 17.) During the interview, the volunteer supervisor should inform the prospective volunteer of the physical requirements of the job. The volunteer supervisor is responsible for arranging any clearance or background that must be completed before placement. The volunteer supervisor makes the final decision regarding placement of a volunteer and is under no obligation to place a volunteer.
- B. The volunteer supervisor provides each new volunteer with a copy of the "*Sunnyvale Volunteer Handbook*" and obtains a signed "Agreement to Serve," acknowledging receipt of the Handbook. Volunteers under the age of 18 must have the "Agreement to Serve" signed by a parent or legal guardian.
- C. The volunteer supervisors will provide volunteers the orientation, training, and supervision necessary to successfully complete the assigned tasks.
- D. Volunteer supervisors within departments are responsible for ensuring that department volunteers understand and comply with City policy and

procedure. (See *Sunnyvale Volunteer Handbook*.)

- E. Volunteer supervisors must comply with policies and procedures identified in the *Volunteer Supervisor Handbook*.
- F. All volunteer supervisors must attend the *Volunteer Supervisor Training* class provided by the Volunteer Resources office before recruiting a volunteer. This training should be renewed every three years.

Subd. 4. Risk and Insurance

Sunnyvale volunteers are covered under the City's Workers' Compensation Program. In the event that a volunteer reports an injury, staff should follow the same procedures that apply when an employee reports an injury. Upon learning of an injury or accident, the Volunteer Supervisor or responsible staff must notify the Volunteer Resources manager and the HR Risk and Insurance division. To be eligible for coverage:

- The volunteer must be placed in a regular volunteer position and have a completed application on file in the ***VolunteerWorks*** database or the volunteer must be volunteering at a special event.
- The accident, injury or occupational illness must have occurred in the course of the duties of the volunteer's position description.
- The volunteer must have signed in on a valid time card documenting that he/she was volunteering during the time in question.

Subd. 5. Reimbursement

When directed by the Volunteer Supervisor to make a program-related purchase, the volunteer may be reimbursed for expenses. Approval for any specific purchase must be obtained in advance and all City and department purchasing policies apply. Volunteers may claim mileage reimbursement when required to use their personal vehicles for City-related business (See *Compensation Policy* Chapter 3, Article 4). To claim reimbursement, volunteers must use the standard City form. Mileage will not be paid to or from the site of volunteer service and home, but only for travel during authorized service periods.

Subd. 6. Recognizing Volunteers and Staff

Effective recognition is an extremely important element of volunteer management.

- A. Recognition by Staff. Volunteer supervisors and other City staff who work directly with volunteers are encouraged to offer appreciation and recognition to volunteers on an on-going basis. All opportunities for informal recognition should be taken.
- B. Recognition by Departments. Departments are encouraged to plan volunteer recognition celebrations for their volunteers and/or invite volunteers to staff parties or get-togethers as a form of recognition for participation on the team.
- C. City-wide Recognition. The Volunteer Resources office may sponsor a City-wide celebration for volunteers in conjunction with National Volunteer Week.

- D. Awards. The Volunteer Resources Office presents City-wide volunteer awards based on years of service (5, 10, 15, or 20 years) or other outstanding accomplishments.
- E. Recognizing Staff. Volunteer management requires special skills and expertise. Departments should recognize and reward volunteer supervisors who demonstrate excellence in volunteer management. (See guidelines under *Recognition Policy* within the Employee Development Policy Chapter 3, Article 5, Sec. 8, Subd.3 – *Department Employee Recognition Programs.*)

Subd. 7. Evaluating Volunteers

- A. To enhance performance and express appreciation for volunteer contributions, the Volunteer Supervisor may evaluate the work of a volunteer. Evaluation procedures should be useful and constructive, motivating the volunteer to aim for high standards. Unsatisfactory performance should be reported to the Volunteer Resources Manager for assistance.
- B. Volunteer Supervisors may provide an exit survey (available on Jasmine) for a departing volunteer. Exit interviews enable departments to track volunteers' satisfaction with the volunteer experience. Completed forms should be sent to the Volunteer Resources office.
- C. If requested, the Volunteer Supervisor or Volunteer Resources staff may prepare a letter confirming the position held by the volunteer and the number of hours served. Data source will be the ***VolunteerWorks*** database.

Subd. 8. Ending the Volunteer Assignment

- A. A volunteer assignment may end when the project is complete, when the volunteer has completed the specific time commitment, or when the volunteer, for any reason, must end his/her service.
- B. Any volunteer who does not adhere to the policies and procedures of the City of Sunnyvale or who fails to satisfactorily perform their volunteer assignment is subject to dismissal. A volunteer may be terminated at any time by the City with or without cause. There is no appeal from the termination of a volunteer appointment. Staff should consult the Volunteer Resources Manager before a volunteer's service is discontinued.

Subd. 9 Juvenile Diversion Program

The Juvenile Diversion program, administered by the Department of Public Safety, offers first-time, misdemeanor offenders under the age of 18 the opportunity to perform community service in lieu of being referred to the Santa Clara County Juvenile Court for prosecution. Program participants have been cited by Sunnyvale Public Safety Officers. A probation officer of the program determines the specific number of community service hours and the date by which the service must be completed. Selected Juvenile Diversion program participants, as determined by the probation officer and the Volunteer Resources Manager, may perform certain services as City volunteers.

- A.** Criteria for Acceptance. To qualify for the Juvenile Diversion Program, the offense must be a misdemeanor, non-violent, and, in most cases, a first time offense. Participants 13 and older may be placed in the City or other agency. If the participant is under the age of 13, the volunteer may not be placed in the City, but may find service opportunities at a school, church or other non-profit organization. The Volunteer office may refuse to accept a participant from this program for any reason.
- B.** Application. Juvenile Diversion program participants must personally complete the City volunteer application form and must obtain parental signature on the "Agreement to Serve".
- C.** Time Cards. The participant must sign in and out on the volunteer time card each time they perform community service. The participant must confirm the accuracy of the time card and obtain the supervisor's signature daily. The participant's volunteer supervisor in the department is responsible for sending all community service hours records (timecards) to the Probation Officer at the end of each month.
- D.** Confidentiality of Information. Should the nature of an offense of a Juvenile Diversion Program participant be disclosed to staff, it is City policy to keep information in strict confidence except as provided by law. The individual's file, rosters and computer database information must be kept confidential. Confidentiality shall not apply to statistical information that doesn't identify individuals as Juvenile Diversion Program participants. Access to information is restricted to authorized personnel.
- E.** Placement. The Volunteer Resources office will, when possible, assist the Probation Office in identifying potential placements and activities for the Juvenile Diversion Program participants. Other placement resources include the participant's school or church. Criteria for placement may include:
- (1) Age and maturity of participant
 - (2) Attitude and commitment
 - (3) Interests and skill levels
 - (4) Availability of staff for supervision
 - (5) Participant's time availability
- F.** Attendance Requirements. Juvenile Diversion program participants must be punctual and adhere to the agreed-upon schedule. When sick or unable to work, they must notify their immediate supervisor as soon as possible and before the scheduled start time.
- G.** Grounds for Removal from Program. Any one or combination of the following are grounds for closing a case and referring it back to the Santa Clara County Juvenile Court.
- (1) Not keeping scheduled appointments.
 - (2) Not completing required paperwork.
 - (6) Tardiness – After two unexcused occasions.
 - (7) Unexcused absences – Staff will make one courtesy phone call when the youth doesn't report to work without making prior arrangements. A second unexcused no show will result in the termination of the

- assignment.
- (8) Not performing work at an appropriate level of capability.
 - (9) Negative attitude, offensive language or misconduct.
 - (10) Violation of city, state or federal laws.

- H. Reporting Hours and Successful Completion of Program. A case is successfully closed when the participant completes the total number of assigned court hours. The Probation Officer shall determine that the assigned number of hours is completed and that the service is satisfactory.
- I. Recognition. Juvenile Diversion Program participants may be included in City-wide recognition activities at the discretion of the Probation Officer and the Volunteer Resources Manager.

Section 3. Roles and Responsibilities

Subd. 1. The Volunteer Resources Office

- Ensures a uniform, consistent and efficient approach to volunteer coordination and management.
- Provides training, support and consultation to staff and departments regarding their use of volunteers.
- Helps to recruit a skilled and committed corps of volunteers for City departments.
- Pre-screens candidates for availability, position preferences and relevant experience.
- Refers prospective volunteers to the department for interview and possible placement. The staff volunteer supervisor makes final placement decisions and should conduct an interview to assure appropriate placement.
- Advertises volunteer opportunities available within and outside of the City to the public.
- Supports staff in developing volunteer recognition plans and activities.
- Develops and maintains connections with outside non-profit agencies, businesses and service groups that serve the Sunnyvale community in order to promote volunteerism, leadership development, and civic engagement.

Subd. 2. The Department Director

The Director provides leadership and demonstrates by example the City's commitment to volunteerism. The Director:

- Appoints one or more Volunteer Liaison Team members, as appropriate, to oversee the Department's Volunteer Program and coordinate with the Volunteer Office. The Liaison may oversee a specific work site or the entire department, as appropriate.
- Incorporates Volunteer Liaison and Volunteer Supervisor responsibilities and hours in the Department budget and in job descriptions as appropriate.
- Includes resources for recognizing volunteers in the Department budget as appropriate.
- Builds excellence in volunteer supervision into the performance evaluation of Department Volunteer Supervisors as appropriate..

Subd. 3. The Volunteer Liaison

Each department using volunteers appoints one or more Volunteer Liaisons as appropriate. For a complete job description, see the *Volunteer Supervisor Handbook*. The Volunteer

Liaison:

- Oversees and is responsible for department volunteer activities and data.
- Acts as the communication link between the Volunteer Resources office and the individual department.
- Maintains accurate and up to date department records in the *VolunteerWorks* database including monthly volunteer hours, position descriptions, and volunteer supervisor lists.
- Oversees Department-wide volunteer recognition as well as recognition of staff for excellence in supervising volunteers.

Subd. 4. The Volunteer Supervisor

- Attends the volunteer supervisor training class provided by the Volunteer Resources Office before recruiting a volunteer.
- Develops the volunteer position description.
- Conducts volunteer placement interviews.
- Arranges for the background check or clearance as needed.
- Makes final decision regarding the placement of a volunteer.
- Provides volunteers the *Sunnyvale Volunteer Handbook* and obtains a signed “Agreement to Serve” form from the volunteer.
- Provides orientation, training and on-going supervision to the volunteer.
- Ensures that volunteers comply with City policy and procedures.
- Evaluates the volunteer’s performance.
- Is evaluated and recognized for excellence in volunteer supervision.

Subd. 5. The Volunteer

The City of Sunnyvale volunteer is an individual who willingly and freely offers services with no expectation of payment or other compensation. Volunteers are not employees of the City. Volunteers include, but are not limited to, regular City volunteers, special event volunteers, interns, community or service learning students, and juvenile diversion participants.

- A.** Volunteers must comply with the guidelines and procedures outlined in the *Sunnyvale Volunteer Handbook* and must abide by the same rules of conduct, ethical standards and confidentiality requirements that govern staff.
- B.** Types of volunteer service include:
 - (1) Regular Volunteer Service. - Service activities on an on-going basis or for a set period of time.
 - (2) Community Service.- Service activities that may be required or assigned. A set number of hours may be court-ordered or assigned by a school, club or other organization.
 - (3) Special Event Volunteering. – One time, episodic, or done-in-a-day projects.