

Policies and Procedures Pertaining to Volunteers

Applicability of Policy

ANS was founded by volunteers, and for decades thereafter, its programs and activities were conducted entirely by volunteers. Even with the addition and growth of staff, volunteers have remained critical to the organization's success in fulfilling its mission.

Volunteers serve the organization in many capacities. All of the ANS officers, board members, and committee members serve in a volunteer capacity. This policy does not pertain to this type of volunteer. This policy applies to and has been adopted for the benefit of those volunteers who work under the direct supervision of an ANS staff member in assisting the organization to carry out its programs.

Thus, for the purpose of this policy, a volunteer is anyone who, without compensation or the expectation of compensation, performs a task on behalf of ANS under the direction of ANS staff.

Purpose of Policy

The purpose of this policy is to provide overall guidance and direction regarding the relationship between staff and volunteers. ANS reserves the right to change these policies at any time upon the approval of the volunteer coordinator, the Executive Director, and the ANS Board of Directors.

Volunteer-Staff Relationship

Volunteers are critical to the success of ANS and are essential to the organization's day-to-day operations. ANS volunteers leverage the work of staff as staff and volunteers work together to implement the mission and programs of ANS. Volunteers also serve as outreach representatives of the organization in the larger community. ANS accepts and encourages the involvement of volunteers at all levels of the organization and throughout its programs and activities.

Designated staff can be expected to provide orientation, training, supervision and feedback to volunteers.

Equal Opportunity Policy

ANS maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and position performance without regard to race, color, national origin, religion, sex, sexual orientation, age, marital status or handicap.

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to this organization, its staff and its partners. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to 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 mission, goals, and procedures of the organization.

Volunteer Program Procedures

Staff Requests for Volunteers. Requests for volunteers shall be submitted in writing to the ANS Volunteer Coordinator. The description of the volunteer position shall include the purpose and duties of the position, the designated supervisor, the work site, a time frame for the work to be done, and a listing of job qualifications.

Recruitment. Prospective volunteers may contact ANS because of an interest in specific tasks or projects or because of a general interest in volunteering that will be matched by the coordinator with a specific job. ANS may also actively recruit volunteers to meet the needs of the organization and to broaden and expand the community's involvement in the organization as volunteers. The sole qualification for volunteering shall be the suitability to perform a task.

Special Case Volunteers. ANS may also accept as volunteers those participating in student community service activities, student intern projects, corporate volunteer programs, alternative sentencing programs and other volunteer referral programs.

Volunteers under the age of 18. Minors must have the written consent of a parent or guardian to volunteer.

Application. Prospective volunteers are required to complete an application form for consideration in the volunteer program.

Interviews. Prior to being assigned to a position, all volunteers will be interviewed to ascertain their suitability for and interest in the position. Interviews may be by phone or in person. The interview provides the opportunity to learn more about the prospective volunteer and gives the prospective volunteer the opportunity to learn more about the organization and the available volunteer positions.

Reference Checks. In certain cases the Volunteer Coordinator may contact references provided on the application to verify work experience and the prospective volunteer's qualifications and personal character.

Criminal Background Check. Volunteers in certain assignments may be asked to submit to a criminal background check. Such background checks are required of anyone who may be working with children without an ANS staff present. Volunteers who do not agree to the background check may be refused assignment or reassigned to a job that does not require a criminal background check. This cost of any background check will be paid by the department to which the volunteer is assigned.

Volunteer Placement. ANS recognizes that volunteers have different motivations for volunteering their time, and that they have a range of skills. ANS places considerable importance on appropriate placements and developing suitable opportunities in order to achieve maximum benefit for both the volunteer and the organization. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met.

Orientation and Training. Volunteers new to ANS will receive an orientation from the Volunteer Coordinator on the nature and mission of ANS and all relevant policies and procedures, and will be given a tour of the work site before beginning work or on the first day of work. All volunteers will receive specific on-the-job training from their direct supervisors to provide them with the information and skills they need to perform their assignments, and to understand the program for which they are volunteering.

A written position description will be available for volunteer work performed on behalf of ANS under this policy.

Supervision. All volunteers covered by this policy will have a clearly identified supervisor who is responsible for support and direction. The supervisor will manage the volunteer and will be available to the volunteer for consultation and assistance.

No volunteer will be assigned to work with a staff person without the consent of that staff person.

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.

Feedback and Evaluation. The supervisor responsible for a volunteer offers informal feedback and evaluation as work progresses and upon completion of a project. Evaluations will convey appreciation to the volunteer, review the performance of the volunteer, suggest changes in work style where appropriate, and ascertain the interest of the volunteer in continuing to work in that position. The supervisor will also seek suggestions from the volunteer concerning the position or volunteer program. The Volunteer Coordinator will periodically discuss volunteer evaluations with the supervisor.

Corrective Action. If a volunteer fails to satisfactorily perform their assignment or is responsible for misconduct the volunteer may be re-assigned to a new task, may be required to obtain additional training or may no longer be offered volunteer work. Corrective action will be taken only after the volunteer has had an opportunity to discuss the reasons for corrective action with the supervising staff member and, at the volunteer's request, the supervisor of that staff member. The supervising staff should consult the Volunteer Coordinator before taking corrective action.

Exit Interviews. Where possible, the Volunteer Coordinator should conduct exit interviews with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position and any comments the volunteer has regarding the position.

Opportunities for Advancement. Volunteers are encouraged to develop their skills while working for the organization through on-the-job training. Volunteers who exhibit strong skills and knowledge of particular tasks may be asked to assist in training and supervising new volunteers. Exemplary volunteers may be offered additional and/or more advanced positions and, where appropriate, may be asked to participate in relevant decision making.

Recognition. ANS holds annual volunteer appreciation events to recognize and honor the contributions of all ANS volunteers. The Volunteer Coordinator may also recognize select volunteers by featuring their service to the organization in ANS publications and other communications. Staff responsible for volunteer supervision are encouraged to informally express their appreciation to volunteers on a regular basis.

Volunteer Records. A system of records will be maintained for ANS volunteers. To the extent possible, the records will include the volunteer application, emergency information, immunization record where applicable, dates of service, position held and duties performed.

Record of Volunteer Hours. Volunteers and their supervisors are responsible for keeping a record of hours volunteered. Timesheets are available from the Volunteer Coordinator. Records of volunteer hours should be made available to the Volunteer Coordinator at a minimum annually following the end of the fiscal year.

Volunteer Conduct

Standard of Conduct. The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers and Board Members of ANS. All communications and actions should serve to enhance the positive reputation of ANS and its programs.

Absenteeism. Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. If unable to be present when scheduled, volunteers should contact their supervisor at least 24 hours in advance if possible.

Grievance Procedure. Volunteers and staff are expected to act professionally and in accordance with their position descriptions. Volunteers having a grievance concerning their work environment should report it promptly to the Volunteer Coordinator, the Deputy Executive Director, or the Executive Director. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially with the possible exception for complaints involving sexual harassment or child abuse.

Discontinuation of Volunteer Service. Volunteers may resign from their volunteer service at any time. Volunteers should inform their supervisor or the Volunteer Coordinator of their intent to resign.

Media Conduct. Volunteers must not represent themselves as spokespersons for the organization under any circumstances without prior approval.

Alcohol & Drugs. When participating in ANS activities, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, prescription drugs, or any other substances in any way that is illegal or that may impair the ability of the volunteer to perform his or her duties properly and safely.

Harassment Policy. Volunteering should be an enjoyable experience. Harassment is not only illegal, it also creates uncomfortable conditions and an unpleasant experience for everyone involved. Any volunteer who feels harassed should speak to his or her supervisor, the Deputy Director, or the Executive Director in an attempt to resolve the problem..

Safety and Liability

Safety. Although ANS does its best to provide safe conditions for its volunteers, volunteers are expected to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to the person in charge as soon as possible.

Legal Liability. ANS provides commercial general liability insurance and volunteer accident insurance to volunteers while they serve as agents of ANS. Volunteers must be working under the supervision and control of ANS to be covered.

When ANS assigns a volunteer to drive a vehicle that ANS owns, leases, or rents, the volunteer is covered by the ANS motor vehicle liability insurance. When volunteers drive their own vehicle or some other vehicle not owned, leased or rented by ANS, ANS liability and physical damage insurance does not apply.

Certificate of Ability. Any potential volunteer who indicates that they are under the care of a physician for any physical or psychological ailment which might impede their ability to work may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their duties. Any volunteer who, after accepting an assignment with the

organization, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should consult with the Volunteer Coordinator.

Approved:

Walter Fitzpatrick Date: 5/21/08
Executive Director

Edwin H. Clark II Date: April 25, 2008
President