



CHESTERFIELD COUNTY ADMINISTRATIVE POLICIES AND PROCEDURES

Department: Human Resource Management

Policy Number: 6-24

Subject: Volunteer Services Policy

Supersedes: 07/16/12

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I. INTRODUCTION

Volunteers in Chesterfield County are a valuable resource in carrying out the county's mission of "Providing a First Choice Community through Excellence in Public Service." County volunteers contribute their time, talents, insight and skills for the betterment of the community while saving the county's residents tax dollars.

The purpose of this policy is to provide county employees and volunteers with guidelines, standards and information for utilizing volunteers. This policy will help to ensure consistent and effective supervision of county volunteers. These policies and procedures govern the utilization of all volunteers for all county departments, except Police and Fire, whose volunteer policies exceed these requirements. All departments, including Police and Fire, must comply with central reporting requirements.

II. DEFINITIONS

- A. **Court Ordered Volunteer** - An individual who is required to provide community service to satisfy mandates from the courts.
- B. **Event Volunteer** – An individual who volunteers their services for a single event or activity.
- C. **HRM Volunteer Coordinator** - A designated staff member in the department of Human Resource Management (HRM) who is responsible for coordinating the Volunteer Services Program for the county.
- D. **Services to Juveniles** – A volunteer providing programs or services directly to youth age 17 or under.
- E. **Traditional Volunteer** - An individual who has applied for and been accepted for a volunteer assignment in a county department or office and provides services to this department or multiple departments on a regular basis without compensation.
- F. **Volunteer Liaison** - A department staff member who is responsible for coordinating the volunteer program in a department, or office.

III. FORMS

- A. **Volunteer Agreement** - An agreement signed by the volunteer that outlines expectations related to maintaining confidential information in connection with their volunteer duties and commits the volunteer to follow all department rules, regulations and standards
- B. **Risk Management Defensive Driving Charter Form** - A form used to request driving privileges of a county vehicle or personal vehicle for a volunteer in connection with county business
- C. **Volunteer Application** – A form completed by individuals interested in volunteering
- D. **Volunteer Cancellation Notice** - A form completed by the Volunteer Liaison and forwarded to the HRM Volunteer Coordinator once a position is filled or no longer needed

- E. **Volunteer Requisition** - A form completed by the Volunteer Liaison and forwarded to the HRM Volunteer Coordinator to initiate recruitment for a volunteer position

All Volunteer related forms are available on the HRM Intranet site.

IV. PROCEDURES

A. Volunteer Recruitment & Selection

1. The county will apply child labor laws to county youth volunteers. The minimum age for volunteers is 14. Volunteers under the age of 16 must have parental consent. Youth volunteers must be able to work independently (without a parent or guardian). Volunteers under the age of 18 (except youth Fire and EMS volunteers) shall not be considered for work that requires them to use county vehicles, operate heavy equipment, or perform demolition or other hazardous work.
2. The department initiates the recruitment process by completing and sending a Volunteer Requisition to the HRM Volunteer Coordinator.
3. All volunteer opportunities will be advertised on the county website until the department forwards a cancellation request to the HRM Volunteer Coordinator.
4. Departments will notify the HRM Volunteer Coordinator within five days of any departmental volunteer recruitment, to include media outlets and events.

B. Application Distribution and Processing

1. The HRM Volunteer Coordinator will print, review and forward all volunteer applications to the appropriate department bi-weekly.
2. If an applicant appears to be a suitable candidate, the department will make contact and schedule an interview as deemed appropriate.
3. All departments that accept applications directly from potential volunteers will forward a copy of the volunteer application for volunteers accepted by the department to the HRM Volunteer Coordinator within seven business days of decision.
4. If the volunteer is placed with a department, the Volunteer Liaison will review the Volunteer Agreement with the volunteer and forward a signed copy to the HRM Volunteer Coordinator.
5. If a department determines the volunteer applicant does not meet the criteria or there is no longer a need in the department, the volunteer application will be returned to the HRM Volunteer Coordinator within seven days of receipt.

C. Volunteer Placement and Orientation

1. To the extent possible, volunteers will be offered opportunities that match their skills and interests and also serve operational needs.
2. All volunteers shall receive a general orientation on department goals and policies, on the goals of the program or activity for which they were recruited and an orientation on the requirements of the position they accepted.
3. If necessary, volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The complexity and demands of the position and/or capabilities of the volunteer should determine the delivery of training.

D. Recording Volunteer Hours

1. The Volunteer Liaison shall record the number of volunteer hours worked by each department volunteer.

2. Quarterly reports on volunteers are due to HRM two weeks following the end of each quarter.
3. Event Volunteer hours shall also be maintained. In addition, the Volunteer Liaison shall maintain a record of the event, including event title, date, location and names of the event volunteers.

E. Maintenance of Records

1. Each department will be required to maintain an active volunteer file on each volunteer working in that department, including, but not limited to, Volunteer Application and Volunteer Agreement. If approved by HRM, Event Volunteers may be exempted from this requirement.
2. Volunteer Liaisons are required to record the names of volunteers who have been placed or separated from their department in a database within seven business days of the action. This will ensure each department has a list of active volunteers.

F. Criminal Background Checks/Security

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. Refer to Administrative Procedure 6-25, Background Check Policy for County Volunteers for details. Event Volunteers shall be placed under the direct supervision of a county employee at all times while providing services to juveniles. Volunteer Liaison shall conduct reference checks on all registered volunteers.

G. Ending a Volunteer Assignment

A volunteer assignment ends at the discretion of the department or when the volunteer, for any reason, must end his/her service.

Any volunteer who does not adhere to the policies and procedures of the county or who fails to satisfactorily perform their volunteer assignment is subject to dismissal. The county may terminate a volunteer at any time with or without cause. Departments shall notify the HRM Volunteer Coordinator immediately when a volunteer is dismissed for poor performance or misconduct.

H. Risk and Insurance

1. The acceptance of volunteers who will drive a county vehicle will be governed by the driving requirements outlined in Administrative Procedure 13-2, Driving Requirements.
2. Registered county volunteers have limited accidental medical coverage. In the event that a volunteer reports an injury, staff should follow the same procedures that apply when an employee reports an injury. Volunteers that are not registered may not be eligible for this benefit.

I. Volunteers Fulfilling Court Ordered Service

The court system may require offenders to perform community service hours. Each department is responsible for setting the guidelines for which they will allow Court Ordered Volunteers to perform ordered service. This may include whether or not they accept Court Ordered Volunteers, what offenses are acceptable and what duties will be performed. A department is not obligated, at any time, to accept an applicant into their department that will not be advantageous to the department. In addition, the following procedures must be followed:

1. County departments will not accept individuals convicted of barrier crimes as outlined in Chesterfield County Policy 6-25.

2. Court Appointed Volunteers will not perform duties that would allow unsupervised contact with the public or visits to private homes.
3. The Volunteer Liaison or other authorized designee will review court documentation for a Court Appointed Volunteer before an assignment is considered. This should include the nature of the offense and the number of hours needed.
4. A Volunteer Liaison or other authorized designee is responsible for verifying the identity of the Court Appointed Volunteers.
5. A consultation shall be made with the probation officer.