

<b>Chapter:</b>	Human Resources		
<b>Title:</b>	Volunteers		
<b>Policy:</b> <input checked="" type="checkbox"/> <b>Procedure:</b> <input type="checkbox"/>	<b>Review Cycle:</b> Triennial  <b>Author:</b> Vol. Coordinator	<b>Adopted Date:</b> 11.2023  <b>Review Date:</b> 11.2023	<b>Related Policies:</b> <a href="#">Standards of Conduct</a> <a href="#">Relationships with Clients</a> Orientational and Onboarding <a href="#">Diversity Equity and Inclusion</a>

**Purpose:**

Volunteers are an essential part of Hopeful Horizons' (HHs') human resource model. This policy and its related procedures are intended to clarify key requirements and expectations for volunteers and staff involved in volunteer program management.

**Scope:**

This policy applies to:

- All HH Staff
- Selected HH Staff, as specified: HR Specialist and Prevention and Outreach Director
- HH Board Members
- HH Volunteers
- Other:

**Policy:**

HHs' goals are best achieved by the active participation of community members. To this end, HH accepts and encourages the involvement of volunteers at all levels of the organization and within all appropriate programs and activities. All HHs' staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and assist in recruitment of volunteers from the community.

A. Who May Volunteer:

1. **Qualified Applicant:** HH accepts volunteer applications from people 18 years of age or older. Volunteer applicants must be of good moral character as evidenced by background checks and demonstrate the skills and competencies consistent with the volunteer assignment.
2. **Employees:** HH accepts the services of staff as volunteers. This service is accepted provided that it is offered completely voluntarily - without coercion, involves work, which is outside the scope of normal staff duties, and is provided outside of the employee's usual paid work hours.
3. **Family Members:** Family members of staff who are 18 years or older are allowed to volunteer with the organization. When family members are enrolled as volunteers, they shall not be placed under direct supervision or within the same department as a family member who is an employee.
4. **Clients and Relatives as Volunteers:** Former clients who have not received services for a period of one year or more are eligible to become volunteers. A current client may volunteer to speak at or assist with an event where such a service does not constitute an obstruction to or conflict with the provision of services to the client or other clients. Relatives of clients may also serve as volunteers but shall not be placed in a position of direct service or relationship to members of their family who are receiving services.
5. **Board Members as Volunteers:** Board members are prohibited from serving in a direct service volunteer capacity.

6. **Conflict of Interests:** No person who has a conflict of interest with any activity, employee or program of HH, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the agency. Any potential conflict must be disclosed on the volunteer application.

- B. **Service at the Discretion of the Agency:** HH accepts the service of all qualified volunteers with the understanding that such a service is at the sole discretion of the organization. Volunteers agree that HH may at any time, for whatever reason, decide to terminate the volunteer's relationship with HH. The volunteer may at any time, for whatever reason, decide to sever their relationship with HH. Notice of such a decision shall be communicated as soon as possible to the Volunteer Coordinator.
- C. **Representation of the Organization:** Prior to any action or statement which might significantly affect or obligate HH, volunteers shall seek consultation and approval from the HHS' CEO/designee. 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.
- D. **Volunteer Rights and Responsibilities:** Volunteers are viewed as a valuable resource to HH, its staff and clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be respected as colleagues, the right to effective supervision, 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, policies and procedures of HH.

- E. **Volunteer Management:** Volunteers are required to complete an application and appropriate releases. Volunteers are subject to criminal background checks. Volunteers are subject to and shall comply with all required training and HHS' policies and procedures.

The Volunteer Coordinator shall administer the program in accordance with applicable laws and in alignment with best practices. The Volunteer Coordinator shall assure adoption of appropriate program procedures including, but not limited to:

1. Volunteer recruitment
2. Volunteer application
3. Interviewing, screening and approval (inclusive of required reference checks and criminal background checks)
4. Volunteer position description and assignment
5. Training and onboarding
6. Volunteer communication
7. Volunteer records management
8. Checking in, time reporting and attendance
9. Staff backup for on-call hospital accompaniment, volunteer program
10. Volunteer supervision, performance review and feedback
11. Volunteer recognition

- F. **Program Monitoring and Evaluation:** The Volunteer Coordinator shall maintain sufficient information and data to comply with performance monitoring requirements including, but not limited to volunteer recruitment, retention, impact, training and timekeeping.

**Communication and Training:**

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process. Volunteers shall receive notice of the relevant policy review and approval including notice of any substantive changes. The notice will provide a link to the policy located on the HH website.

**Definitions:**

1. Volunteer: Individuals who perform hours of voluntary service for civic, charitable, humanitarian, recreational, health, public safety or general welfare reasons, without promise, expectation or receipt of compensation for service rendered.

**Other Related Materials:**

[Volunteer Application](#)

Volunteer Commitment Form

Code of Ethics for Volunteers Agreement

Volunteer Confidentiality Agreement

Drug and Alcohol Policy Statement - Acknowledgement

Staff Backup Agreement for On-Call Hospital Accompaniment, Volunteer Program

[Reasonable Accommodation Procedure](#)

**References/Legal Authority:**

Service and Administrative Standards for Domestic Violence Agencies, 2009.

[Volunteers - Human Resource HR6, Council on Accreditation, 2023.](#)

[Volunteer Management - The Complete Guide for Nonprofits, Volunteering, Jan 2022.](#)

**Change Log:**

Date of Change	Description of Change	Responsible Party
11.2023	This is a new policy.	N. Miller, Prog. Eval. Consultant in consultation with R. Lucovich, HR Spec., J. Morrall, Prev & Outr. Director, K. Gimenez, Vol. Coord.