

Village of Byesville

Volunteer Impact Program (V.I.P.) Handbook

The Village of Byesville's Volunteer Impact Program provides opportunities for Byesville citizens to contribute to their community. Volunteer contributions are a value-added enhancement to the community and provide the volunteer with a unique perspective of village government as well as an opportunity to discover new interests and meet new people.

The Volunteer Program serves to link Village departments, organizations, agencies and individuals with volunteers looking for a community project, team building activities or on-going community service. Assignments can be made available on a long and short-term basis depending on the needs of the department, organization and volunteer.

Policies and Procedures

The purpose of these policies is to provide overall guidance, structure and direction to staff and volunteers throughout the volunteer process. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Village of Byesville reserves the right to change any of these policies at any time and to expect adherence to the changed policy.

Organization

Mission Statement: The Village of Byesville's Volunteer Impact Program is created to provide valuable opportunities to engage citizens and strengthen our community through volunteering. The program will be a resource both to citizens who want a meaningful way to serve their community and to village departments that need assistance.

Purpose: The purpose of the Volunteer Program is to promote and support volunteer activities, serve as a clearinghouse for volunteer opportunities, and link the interests and talents of citizens who want to volunteer with the needs of the Village. A successful program will benefit both the volunteer and the community by:

- enhancing and augmenting the village's ability to provide quality services to the community
- providing an opportunity for volunteers to share their knowledge and skills to benefit the community
- providing an opportunity for volunteers to develop knowledge and skills that may translate to employment within or outside the community
- stimulating citizenship

- preparing volunteers to participate in government and influence decisions affecting their community
- promoting a sense of ownership and a commitment to the community
- enhancing the quality of life in the community through volunteer contributions

Structure: The Volunteer Coordinator works with project leaders in identifying volunteer opportunities and selecting volunteers for each project. The project leader can be a department head or a community service organizer. If a project is on-going, the project leader can train a volunteer to supervise and monitor the work activities of other volunteers.

Types of Volunteer Opportunities: Volunteers can choose to participate in short-term opportunities such as special events or projects for which hours and duration of service will vary. Or they may volunteer on a regularly scheduled basis for months or years to assist with village operations, service organizations' activities, or to meet the needs of community members.

The Volunteer Program will not encompass the participation of volunteer firepersons and EMT personnel because of the highly specialized skill set and extensive training required for safe and effective execution of these roles. However, the Fire Department is always looking for men and women to serve with them. If interested, you may contact Chief Tim Haren at tharen@byesvilleoh.gov.

Volunteer Job Descriptions: A written job description for each volunteer position should detail the purpose of the work that needs to be performed, list all tasks and duties, and define the qualifications that are necessary for the volunteer such as abilities, skills and interest. (See Byesville Volunteer Opportunity form)

Participation

Definitions of Volunteer Roles:

- **Volunteer Coordinator** – The coordinator's role involves assessing the village's needs through communications with village staff and community members and then meeting those needs through the recruitment, placement and retention of volunteers. The Volunteer Coordinator will manage volunteers and their relationship with those they come into contact with, including village employees and service users. He/she will manage administrative aspects of the program including record keeping, personnel files, and program budget. He/she will report to the Volunteer Committee.
- **Project Leader** – an individual who participates with the Volunteer Coordinator in identifying and organizing volunteer projects. The project leader may be a village department head, village staff member or community service organizer. The project leader trains, supervises, and monitors the work of volunteers for the project. For on-going projects, the project leader may train a volunteer leader to assist in training and leading other volunteers.
- **Volunteer Leader** - A volunteer trained by a project leader to lead other volunteers.

- **Volunteer** – an individual person who performs a defined scope of service who neither receives nor is implied or expressly promised financial remuneration.
- **Youth Volunteer** – a volunteer who is under 18 years of age. A parent or guardian signature is required on the Volunteer Waiver of Liability and Assumption of Risk Form on behalf of the minor.

Recruitment: Volunteers shall be recruited without regard to any individual's sex, race, religion, nationality, age, marital status, sexual orientation or any other basis prohibited by local, state, or federal law. The Volunteer Program will use a number of means to connect with community members.

Right to Reject Services/Termination: The Village reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services as it, in its sole discretion, deems fit, in order to best achieve its public purpose and policy. No employment of any other contractual right is created by these policies. Grounds for rejecting services may include, but are not limited to: unsatisfactory background check, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of Village equipment or materials, mistreatment of clients or co-workers, failure to abide by Village policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

Application and Selection: Individuals interested in volunteering will be required to complete the Byesville Volunteer Application (see form) and the Individual Volunteer Waiver form. Minors must have a parent or guardian sign this form. Some opportunities with the Village of Byesville for positions of greater responsibility or authority will require a criminal background check. If an applicant does not qualify for a position they are interested in, every effort will be made to place the volunteer in an appropriate role. Sensitive personal data used for background checks is deleted from the records after the check is complete. Some volunteer programs have limited capacity for participation and positions are filled on a first come, first serve basis but we will make every effort to plug you in somewhere.

Orientation: All volunteers will receive a general orientation on the nature and operation of the Volunteer Program and a specific orientation on the purposes and requirements of the volunteer work that they are accepting in that effort.

Supervision of Volunteers: Each volunteer will be supervised by a project leader, a volunteer leader or other designated person. An adult will be responsible for minors under the age of eighteen.

Reporting: The Volunteer Coordinator will seek feedback from volunteers, department heads and/or project leaders in an effort to improve the Volunteer Program. The Volunteer Coordinator may gather general information such as the number of volunteers used, number of volunteer hours served, projects, events and programs where volunteers were used to assess if the program is successful.

Confidentiality: Private, sensitive or confidential information discussed or handled within the course of a volunteer assignment must be kept strictly confidential. Volunteers are

required to uphold this policy. Any questions regarding private, sensitive, or confidential information should be clarified by the Volunteer Coordinator or project leader.

Relationship between Volunteer and Village: Volunteers are viewed as a valuable resource to the Village, its staff, and its residents. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as respected co-workers, the right to effective supervision, the right to appropriate 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 goals and procedures of the Village of Byesville.

Maintenance of Records: A system of records will be maintained on each volunteer including dates and hours of service, positions held, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Coordinator in a timely and accurate manner. Volunteer personnel records shall be accorded the same confidentiality as Village of Byesville personnel records.

Recognition of Volunteers: Volunteers play an important role in the Village of Byesville and it is our goal to let volunteers know they are appreciated. Both formal and informal means will be used to recognize volunteers.

Resignation: Volunteers may resign from volunteer service at any time. It is requested that volunteers who intend to resign provide advance notice to the Volunteer Coordinator.

Health and Safety

Safety and Insurance: The Village of Byesville makes every effort to keep volunteers safe in their activities by providing adequate instruction and safety equipment. Volunteers are encouraged to ask about safety procedures and take precautions. The Village of Byesville does not provide personal insurance for volunteers. Should an individual be injured while volunteering, he or she is responsible for all expenses. The Village of Byesville's general liability insurance provides coverage against claims resulting from volunteer activities completed as directed or instructed by Village staff. This applies to claims made by the public where a volunteer was involved. As a Village volunteer, while not insured for injury, you are insured for liability.

Damage to Volunteer Property: When a volunteer's personal property is damaged while serving in an authorized volunteer status, the village will not be responsible to reimburse for the damage.