

Policy

It is the policy of Catholic Charities of Los Angeles, Inc. to utilize volunteers, when appropriate, to augment its ability to carry out its mission and philosophy through the delivery of service to one or more Agency programs. Volunteers may fulfill either a regular, ongoing direct-service role with Agency clients or a non-direct service role in such areas as clerical support, advocacy, fund raising, or administration. Clinical volunteers (interns and trainees) have the opportunity to serve the Agency in a regular, ongoing direct-service role while gaining valuable experience within their respective professions under licensed supervision as part of a recognized field placement or internship.

A. Registered Volunteer: Definition

A registered volunteer is an individual who wishes to offer his/her services without pay in support of the mission and philosophy of the Agency by contributing to one of its many programs. These individuals assume regular, ongoing, direct-service responsibilities to Agency clients as substitute personnel, or provide regular, ongoing non-direct services to the Agency in areas such as clerical support, fund raising, administration, management, or advocacy. Applicants, of course, may volunteer to provide only occasional or episodic services to the Agency. These volunteers and individuals completing court-mandated community service hours with the Agency do not meet the requirements of a registered volunteer – an individual who carries ongoing service responsibility – but remain agency volunteers nonetheless.

B. Coordination

Personnel who carry responsibility for the coordination of volunteer services in specific Agency programs are responsible for the recruitment, selection, assignment, training, supervision, evaluation and recognition of volunteers or for the supervision of those to whom such responsibilities have been delegated. Personnel who are responsible for coordinating volunteer services report on a regular basis to senior management according to the nature of their particular job description as volunteer coordinators.

C. Applicant Screening

The Agency appropriately screens all registered volunteer applicants to ensure that they are able to establish and maintain relationships with persons served and community members, and communicates its true expectations to the applicant so that the individual can make an informed decision about whether to volunteer or not. The Agency discusses any proposed consumer matches and all time commitments with volunteer applicants prior to formal assignment. The screening process may include criminal and/or civil

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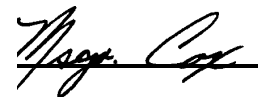
HR 205

SUBJECT:

***Registered
Volunteers***

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**Approved by the
Executive Director:**



**EFFECTIVE DATE
4/21/04**

**DATE ADOPTED BY
BOARD
12/7/99**

SUPERCEDES

background checks as appropriate to the degree of risk the use of volunteers presents to the service population and the Agency.

D. Personnel Records

All volunteers must complete a Volunteer Application. The Agency maintains personnel records for all registered volunteers who are assigned direct ongoing service responsibilities. The Agency is not required to keep personnel records for short-term, occasional volunteers who support the Agency through administrative, clerical, fund raising, or other similar functions, or for court-ordered community service volunteers. The Agency, however, does maintain records from information provided on all volunteer applications for legal purposes. Records for registered direct service volunteers are regularly updated and contain, as appropriate:

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1. Information on applicant recruitment and selection
2. Volunteer application with identifying information and emergency contacts
3. Job description
4. Reference verification
5. All training records
6. Performance evaluations

E. Supervision

All volunteers who are assigned to provide regular, ongoing direct-client services or clerical roles receive regular professional supervision, appropriate to the responsibility undertaken by the volunteer. Individual supervision and/or group supervision are available to volunteers, as appropriate to the services they perform. For non-direct services, a volunteer peer group, as appropriate, may be used to provide assistance, directions for activity, and support. All volunteers, direct-service or clerical or administrative personnel, receive supervision. Each program is responsible for indicating the mode(s) of supervision used for its volunteers and the arrangements in place to continue supervisory coverage in cases of supervisor turnover, vacation, or other factors. In providing supervision, the organization assumes professional responsibility for the quality of service delivery performed by all regular, ongoing direct-service volunteers and ensures that it conforms to all legal requirements and is performed according to the Agency's mission, policies and procedures, and service philosophy. Supervisors provide regular ongoing in-service training to direct-service volunteers and include them in all required continuous quality improvement activities.

F. Performance Evaluations

Performance evaluations are conducted at least annually between each volunteer and the person to whom s/he is accountable. Performance reviews include 1) an assessment of performance in relation to the expectations defined in the job description and any objectives established in the most recent evaluation, 2) clearly defined objectives for future performance, and 3) recommendations for further training and skill building, if applicable. Volunteer personnel are given the opportunity to sign their written Performance Evaluation, obtain a copy, and provide written comment before the report is entered into their volunteer record.

G. Program Evaluations

Program evaluations are conducted at least annually, at the same time as the Performance Evaluation. Program evaluations provide registered volunteers with the opportunity to evaluate their volunteer experience.

H. Terminations

The Agency follows the same procedures for volunteers as those for employees as pertains to any disciplinary action and/or any non-voluntary termination. These procedures specify the actions that are considered violations of organizational policy, including actions that are considered to be substandard performance.

Procedure

- A. All volunteers must complete and sign the Volunteer Application. The Volunteer Application is also signed/dated by the Agency representative (Regional Director, Departmental Director, Program Director, or Program Coordinator).
- B. All applicants applying to become registered volunteers sign the Agency's standard Release of Information so that HR can provide the required background check.
- C. All original Volunteer Applications are sent to the Human Resources department. Include the Release of Information in the case of any applicants to become registered volunteers.
- D. HR verifies the applicant's three references and indicates whether the application is formally approved or not.
- E. HR notifies the Agency representative. Agency representative provides a "job description" that outlines the duties and responsibilities of the volunteer position.
- F. Human Resources sets up a time for its "orientation" with registered volunteers only.

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- G. Agency representative contacts the volunteer to arrange a work schedule and set a time for either individual and/or group supervision, depending upon the type of program.
- H. Agency representative keeps a record of all training provided to volunteer and sends this documentation to HR once a year.
- I. Agency representative conducts a Performance Evaluation at least once a year, or at the time the volunteer leaves the program.
- J. Volunteers receive a copy of the Performance Evaluation and may provide written comment as part of it.
- K. Volunteers complete a Program Evaluation at least once/year that addresses their volunteer experience, training and support, and communication and information.
- L. Original Performance Evaluation and Program Evaluation are sent to HR.
- M. HR maintains personnel files on all registered volunteers in compliance with COA.
- N. Agency representatives recognize the work of registered volunteers at least once/year.

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