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| <b>TITLE:</b> Affiliated Volunteers and Volunteer Service |                  | <b>PROCEDURE #:</b> 207-A          |
| <b>DEPT:</b> Human Resources                              |                  | <b>PROGRAM:</b> Volunteer Services |
| <b>EFFECTIVE DATE:</b> 03/25                              | <b>REVIEWED:</b> | <b>REVISED:</b>                    |

**OBJECTIVE:** To establish a procedure that supports the management and encouragement of volunteer services and programs within Marion County.

**REFERENCE:** Policy #207

**POLICY STATEMENT:** Marion County recognizes that volunteers are essential to the productivity, efficiency, and cost effectiveness of government operations. Effective management of volunteer programs is, therefore, a matter of significant importance. Marion County Volunteer Services supports participation, career experience, and community involvement through volunteer opportunities within Marion County departments. These procedures are adopted to implement Marion County Administrative Policy 207, Volunteers and Volunteer Service for affiliated volunteers.

**APPLICABILITY:** All county departments, elected officials, appointed department heads, employees, and affiliated volunteers.

## **PROCEDURES:**

The Marion County volunteer services coordinator works with county staff to develop a comprehensive countywide recruitment strategy for each volunteer position created. Departments are responsible for supplying and updating information to the volunteer services coordinator regarding open volunteer positions within their department. All forms referenced in this procedure are available on the Volunteer Services intranet page or through the volunteer services coordinator. For assistance with processes outlined in this policy and/or procedure contact: Volunteer Services Coordinator: [volunteer@co.marion.or.us](mailto:volunteer@co.marion.or.us) or (503) 588-7990.

### **1. Forms and Resources**

- 1.1. The volunteer services coordinator maintains forms, checklists, handbooks, and other volunteer management resources on the Marion County intranet page. Forms or materials referred to in this procedure are available on the intranet site.
- 1.2. Forms and handbooks that a volunteer might need are maintained on the public facing website.

## **2. Creating a Volunteer Position**

- 2.1. Volunteer opportunities are created to support paid staff and should not fill a vacant position usually held by paid workers or displace current paid staff.
- 2.2. A Volunteer Service Profile is required for all affiliated volunteers.
  - 2.2.1. Departments are responsible for developing the Volunteer Service Profile and submitting it to the volunteer services coordinator in a timely basis.
  - 2.2.2. The Volunteer Service Profile will include a comprehensive description of the volunteer opportunity including a scope of work, primary work location, volunteer supervisor, required qualifications, training, licensing, and/or certification requirements, minimum age, work schedule, requirements, or supplemental information that should be submitted with the application.

## **3. Recruiting a Volunteer**

- 3.1. Departments are responsible for notifying the volunteer services coordinator of volunteer opportunities and recruitment needs in a timely basis.
- 3.2. The volunteer services coordinator and the department will cooperate to develop and implement a recruitment plan for vacant and ongoing volunteer needs.
  - 3.2.1. The volunteer services coordinator can assist by posting volunteer opportunities on the Marion County Volunteer Opportunities webpage, Marion County social media pages, and distributing to local media outlets. Other distribution outlets may be identified as appropriate.
  - 3.2.2. Departments are encouraged to recruit independently, distributing information for open positions to their current volunteers, industry specific outlets, department specific social media pages and professional networks.

## **4. Volunteer Applications**

- 4.1. All affiliated volunteers must submit an application to be considered for placement in a volunteer position.
  - 4.1.1. Applicants who wish to volunteer for county program, division or department should use the Regular/Intern Volunteer Application or a department specific application, if one exists.
  - 4.1.2. Individuals interested in serving on a county advisory board, committee, commission, or council will submit a completed and signed Advisory Board Application.
- 4.2. Departments may have an alternative application form or supplemental questionnaire specific to department needs. Departments are responsible for notifying the volunteer services coordinator if they have a program specific application or supplemental questionnaire.

## **5. Volunteer Referrals to Departments**

- 5.1. When a prospective volunteer contacts the volunteer services coordinator, the coordinator will:
  - 5.1.1. Ask applicant to submit the appropriate application.
  - 5.1.2. Review application and any other materials provided, and contact applicant for any missing or additional information needed as identified by the department. Upon request from the department, the volunteer service coordinator may conduct a basic placement interview to determine if the applicant's skills, interest, experience, and qualifications are appropriate for volunteer position.
  - 5.1.3. Refer the volunteer to the department(s) that may have a compatible volunteer opportunity, or that may have an interest in the volunteer's skills or abilities.
  - 5.1.4. Send volunteer referrals by email, including contact information, content from the application as well as any other documentation provided by the applicant.
  - 5.1.5. Department staff will review the referral information to determine if an applicant has the necessary qualifications for the position.
    - 5.1.5.1. If the applicant is qualified, department staff will contact the applicant for further screening/interviewing.
    - 5.1.5.2. If the department will place the volunteer, the department will notify volunteer service coordinator with information needed (see Placement of Volunteers).
    - 5.1.5.3. If the department determines the applicant is underqualified or is not suitable for an available volunteer position, they will notify the applicant and the volunteer services coordinator. Upon request by the department, the volunteer services coordinator can notify applicants.
- 5.2. When a prospective volunteer contacts a county department directly to inquire about placement as a volunteer, department staff will notify the volunteer services coordinator with the following information:
  - 5.2.1. A copy of the volunteer application, if submitted.
  - 5.2.2. Status of the application or inquiry.
    - 5.2.2.1. If the department will move forward with the applicant, then the volunteer services coordinator and the department will coordinate for the placement of the volunteer.
    - 5.2.2.2. If the department declines to place the applicant, the department will notify the applicant and volunteer services or work with volunteer services to determine next steps.

## **6. Placement of Affiliated Volunteers**

- 6.1. The department will notify the volunteer service coordinator when they will place a new volunteer, or when an advisory board member will be recommended for appointed or re-appointed. Departments may email the volunteer services coordinator directly or submit the New Volunteer Orientation (NVO) Registration form.

- 6.2. Departments will ensure the volunteer services coordinator has the volunteer's application, the volunteer service profile, and the start date.
  - 6.2.1. Receipt of these items will trigger the volunteer service coordinator to complete required pre-boarding tasks such as completing a criminal history check, DMV check if applicable, completion of NVO, and ordering a photo ID badge.
  - 6.2.2. The District Attorney's Office, Juvenile Department and the Sheriff's Office may complete the pre-boarding tasks and report the results to the volunteer services coordinator, who will record the completion in the volunteer database.
- 6.3. Volunteer injury coverage, indemnification and coverage under other applicable Marion County policies is initiated when the following items are on file with the volunteer services coordinator or the Sheriff's Office volunteer coordinator:
  - 6.3.1. Completed and signed volunteer application.
  - 6.3.2. Proof of volunteer orientation completion
  - 6.3.3. Volunteer Service Profile
- 6.4. Departments will work directly with IT to request email/computer access if applicable.
- 6.5. Departments will work directly with Business Services to request building access if applicable.

## **7. Orientation and Training**

- 7.1. New Volunteer Orientation
  - 7.1.1. The volunteer services coordinator will ensure all affiliated volunteers receive Marion County's New Volunteer Orientation (NVO) within (15) days after start date.
  - 7.1.2. Episodic volunteers may receive a condensed or alternate version of orientation. See more about the process for short-term volunteers in Administrative Procedure 207-B, Episodic Volunteers and Volunteer Service.
  - 7.1.3. Departments may arrange for an in-person NVO for small groups. The department will contact the volunteer services coordinator to arrange for an in-person orientation session.
  - 7.1.4. Departments are discouraged from conducting NVO on their own. If departments wish to deliver NVO in person, they must:
    - 7.1.4.1. Coordinate the method and content with the volunteer service coordinator.
    - 7.1.4.2. Use the same material included in the standard New Volunteer Orientation Manual.
    - 7.1.4.3. Send the volunteer services coordinator an orientation sign-in sheet or other documentation that confirms participants.

**7.2. Department Orientation and Training**

- 7.2.1. The department volunteer coordinator and/or designated staff will provide department and program orientation, as well as training specific to the volunteer role for all new volunteers.
- 7.2.2. Departments should provide ongoing training to ensure volunteers have clear direction, and are kept up to date on policies, procedures, and expectations.

**8. Record Keeping and Reporting**

- 8.1. Departments are responsible for keeping accurate records of volunteer hours of service, accomplishments, and evaluations per OAR Chapter 166-150-0160.
  - 8.1.1. Volunteer worker records should be kept a minimum of 3 years after separation. Volunteer worker records include documentation of work performed, agreements, applications, skill test results, training documentation, task assignment and monitoring records, and related information.
  - 8.1.2. Volunteer program records (documenting the activities and administration of volunteer programs and volunteers in the agency) should be kept for a minimum of 5 years after separation. Volunteer program records may include volunteer hour statistics, volunteer program publicity records, insurance requirement information, inactive volunteer files, and related records.
- 8.2. The method of record keeping is determined by individual departments, but at a minimum the number of affiliated volunteers and the number of volunteer hours performed must be reported to the volunteer services coordinator on an annual basis.
- 8.3. The volunteer service coordinator is responsible for collecting reporting data and compiling the Volunteer Annual Report.
- 8.4. To assist with record keeping, departments have the option to use the volunteer database Volgistics. Volgistics, a secure web-based program used to manage volunteer records, is maintained by the volunteer services coordinator. There is no cost to departments to use Volgistics.

**9. Supervision of Volunteers**

- 9.1. Supervisor(s) or lead staff must be assigned to a volunteer upon placement to ensure ongoing monitoring and supervision, and to act as a resource for volunteers that may have questions or concerns while performing their duties.

**10. Working with Partners**

- 10.1. Marion County departments have a responsibility to define and clarify roles when working in partnership with other governments, agencies, or community groups. These defined roles include:
  - 10.1.1. The roles designated to volunteers.

- 10.1.2. The government, agency, or community group identified which accepts the responsibility for management of participating volunteers.
- 10.1.3. The government, agency, or community group identified which accepts the liability for participating volunteers.
- 10.2. Marion County departments who accept responsibility for management and/or liability for participating volunteers must ensure adherence to this policy, and that volunteer records and a copy of any Memo of Understanding (MOU)/interagency agreement is on file with the volunteer services coordinator.

## **11. Volunteer Recognition**

- 11.1. The volunteer service coordinator will be responsible for the annual county-wide recognition of Marion County volunteers, including:
  - 11.1.1. Annual Volunteer Report.
  - 11.1.2. Annual recognition activity.
  - 11.1.3. Annual Volunteer Awards.
- 11.2. Departments should recognize their volunteers and their contribution on a regular basis, and throughout the year.
  - 11.2.1. Regular recognition is important and does not require formality or expense. Departments should practice regular, ongoing recognition of volunteers and their contributions.
  - 11.2.2. Departments are encouraged to participate in the annual volunteer awards by submitting nominations when appropriate.
  - 11.2.3. The volunteer services coordinator has a limited number of volunteer recognition items available at no cost to departments.

## **12. End of Service, Reassignment and Release from Service**

- 12.1. If the volunteer placement is not beneficial for the volunteer and/or the department, volunteers may be reassigned or released from service.
- 12.2. The department will contact the volunteer services coordinator to notify of end of service or to refer the volunteer for reassignment.
- 12.3. If a volunteer is unable to fulfill requirements or fails to comply with workplace guidelines and procedures, and the issue cannot be resolved with coaching, the volunteer may be released from service.
- 12.4. Department will collect all county property (i.e., badges, uniform items, equipment) from volunteer at the end of service.
- 12.5. Department will notify Volunteer Services when a volunteer becomes inactive, providing the volunteer's name, total hours, official end date, and written resignation if submitted.



## ADMINISTRATIVE PROCEDURES

- 12.6. When notified in a timely manner, the volunteer services coordinator will send a feedback survey to volunteers at the end of their service.
- 12.7. Departments and volunteer services will work together to determine the best method of recognition for advisory board members at the end of their service.
- 12.8. The Department must submit a request to IT to terminate computer access; and Business Services to terminate keycard access if applicable.

Adopted: 03/25