



## Volunteer Award: Outstanding Youth Volunteer 2025 Award Nomination Criteria

Recognizes the outstanding volunteer accomplishments of young people 17 years of age or younger, who volunteer for a county program, division, or department.

### CRITERIA: SERVICE WITH CARE (Questions 1-4)

#### Value: Customer Service and Professionalism

**Volunteer has demonstrated outstanding concern for and commitment to meet the program's needs and ensure satisfaction when performing their volunteer service.**

Criteria:	Questions:
<ul style="list-style-type: none"><li>Nominee had the appropriate response to the needs and expectations of the volunteer role; and can identify issues and potential problems before they occur.</li></ul>	1. Describe how the nominee has helped meet the needs of the program or people they serve.
<ul style="list-style-type: none"><li>Nominee understands program policies, procedures and expectations (as they apply to volunteers) and consistently models while working with peers, staff and the public.</li></ul>	2. Describe how the nominee has shown they understand what's expected of them and set a good example for others.
<ul style="list-style-type: none"><li>Nominee takes their volunteer role seriously and demonstrates by fulfilling the commitments they have made. Nominee sought ways to continuously improve while performing their volunteer duties and had excellent communication with staff or team leader.</li></ul>	3. Describe the nominee's commitment to their volunteer role.
<ul style="list-style-type: none"><li>Nominee had a direct impact on your ability to serve the public and the outcomes/outputs we were able to achieve (numbers served, shifts filled, training hours completed, etc.).</li></ul>	4. Describe how the nominee has made a difference for your team or the community served.



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### CRITERIA: DOING THE RIGHT THING (Questions 5-8)

#### Value: Integrity

**Volunteer has gone “above and beyond” the call of duty in a particular situation, acting with honesty and integrity at all times.**

Criteria:	Questions:
<ul style="list-style-type: none"><li>Nominee contributed an extraordinary amount of time and energy for the good of the overall program, in a specific area, or event. Nominee consistently assists beyond normal expectations of volunteers in the same role.</li></ul>	5. Describe how the nominee has given extra time, effort, or energy to their volunteer work.
<ul style="list-style-type: none"><li>Nominee is reliable and holds themselves to account, inspiring trust by saying and doing what is right.</li></ul>	6. Describe how the nominee has shown they are dependable and can be trusted to do the right thing.
<ul style="list-style-type: none"><li>Nominee is empathetic, and fosters mutual respect among staff, peers and members of the public.</li></ul>	7. Provide examples of the nominee showing kindness, empathy, and respect when working with others.
<ul style="list-style-type: none"><li>The nominee faced and overcame extraordinary challenges or circumstances to fulfil their volunteer duties.</li></ul>	8. Describe how the nominee handled challenges or tough situations while staying true to their values.



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<b>CRITERIA: DRIVING CHANGE AND INNOVATION (Questions 9-12)</b> <b>Value: Stewardship</b> <b>Nominee acts as a champion for change, readily embracing new ideas or adapting to change to better serve the program.</b>	
<b>Criteria:</b>	<b>Questions:</b>
<ul style="list-style-type: none"><li>Nominee assisted with or suggested a new strategy or processes, further acting in the best interests of the work/program.</li></ul>	9. Describe how the nominee has suggested or tried out new ideas to improve the program.
<ul style="list-style-type: none"><li>Nominee looks for viable solutions to challenges and contributes to implementation of new ideas.</li></ul>	10. Describe how the nominee helped solve problems or find better ways of doing things.
<ul style="list-style-type: none"><li>Nominee works well with staff, peers, and members of the public to remove barriers, problem solve and improve the way the work gets done.</li></ul>	11. Describe how the nominee has worked with others to remove barriers or make things easier.
<ul style="list-style-type: none"><li>Nominee demonstrates excellent situational awareness, often self-correcting or seeking additional training or direction from staff.</li></ul>	12. Describe how the nominee has shown they are willing to learn and grow—for example, by asking for help, learning new skills, or correcting themselves.



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### CRITERIA: COLLABORATION (QUESTIONS 13-16)

**Value: Stewardship**

**Nominee exemplifies collaboration and cooperation.**

Criteria:	Questions:
<ul style="list-style-type: none"><li>Nominee led or encouraged cooperation and collaboration, working with others to achieve a shared goal -- sharing knowledge, learning and building consensus.</li></ul>	13. Describe how the nominee worked with others to reach a shared goal.
<ul style="list-style-type: none"><li>Nominee consistently offered support, assistance and encouragement to peers, often without being asked to do so.</li></ul>	14. Describe how the nominee offered help, encouragement, or support to others.
<ul style="list-style-type: none"><li>Nominee served as role model to others through positive and productive relationships with staff.</li></ul>	15. Describe how the nominee has been a good role model by building positive relationships.
<ul style="list-style-type: none"><li>Nominee is proactive and upfront, and readily receives and offers constructive feedback to staff.</li></ul>	16. Describe how the nominee handled differences or challenges. Provide specific examples of how they have worked toward solutions respectfully.