

COUNTY OF MOORE

VOLUNTEER POLICY

1.1 Overall Policy on Utilization of Volunteers

The achievement of the goals of Moore County (County) government is best served by the active participation of citizens of the community. To this end, the County accepts and encourages the involvement of volunteers at all levels of County government and within all appropriate programs and activities. All County staff persons are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

1.2 Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The County reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Moore County Board of Commissioners, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the County Manager.

1.3 Scope of Volunteer Policies

Unless specifically stated, these policies apply to all non-elected volunteers in all programs and projects undertaken on or on behalf of County, and to all departments and sites of operation of the County.

1.4 Definition of 'Volunteer'

A 'volunteer' is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of the County. A "Volunteer" must be officially accepted and enrolled by the County agency or department prior to performance of the task. Unless specifically expressly set forth for a particular purpose, volunteers shall not be treated as 'employees' of the County.

1.5 Special Case Volunteers

The County also accepts as volunteers those participating in student community service activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs. If a special agreement is in effect with an organization, school or program from whom a volunteer originates, which agreement

identifies responsibilities, management and care of volunteers, then the special agreement will control.

1.6 Service at the Discretion of the County

The County accepts the service of all volunteers with the understanding that such service is at the sole discretion of the County. Volunteers agree that the County may at any time, for whatever reason, decide to terminate the volunteer's relationship with the County.

The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the County. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

1.7 Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to the County, and will be treated with respect.

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 the County.

Volunteer Management Procedures

2.1 Maintenance of Records

A system of records will be maintained on each volunteer with the County Human Resources Department, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Department or Agency Head in a timely and accurate fashion.

Volunteer personnel records shall generally be accorded the same confidentiality as staff personnel records according to the North Carolina law.

2.2 Conflict of Interest

No person who has a conflict of interest with any activity or program of the County, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the County.

2.3 Representation of the County

Prior to any action or statement which might significantly affect or obligate the County, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving other financial obligations. Volunteers are authorized to act as representatives of the County as specifically indicated within their job descriptions and only to the extent of such written specifications.

2.4 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall County business.

Failure to maintain confidentiality may result in termination of the volunteer's relationship with the County or other corrective action.

2.5 Dress Code

As representatives of the County, volunteers, like staff, are responsible for presenting a positive image to citizens and within the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

2.6 Timesheets/Time Records

Individual volunteers are responsible for the accurate completion, timely recording and timely submission of their volunteer hours.

Volunteer Recruitment and Selection

3.1 Position Descriptions

Volunteer staff, just as paid staff, require a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer position. This position description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated whenever the work involved in the position changes substantially.

All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. The Human Resources Director is available to assist staff in the development of volunteer jobs and position descriptions.

3.2 Staff Requests for Volunteers

Requests for volunteers shall be submitted in writing by interested staff, complete with a draft position description and a requested timeframe. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance notice.

3.3 Recruitment

Volunteers shall be recruited by the County on a pro-active basis, with the intent of encouraging the volunteer involvement of the community. No final acceptance of a volunteer shall take place without a specific written volunteer position description for that volunteer.

3.4 Recruitment of Minors

Volunteers who have not reached their age of majority (i.e. 18) must have the written consent of a parent or guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws.

3.5 Interviewing

Prior to being assigned or appointed to a position, all volunteers will be interviewed by the Department Head or a designee of the Department Head to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer, his/her commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position.

3.6 Background Investigation

Prior to being placed in a volunteer position, applicants are required to submit to a background check and meet the same requirements as detailed in the County's Personnel Policy, Article IV Recruitment and Selection, Section 10.

3.7 Placement

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met: no volunteer should be assigned to a 'make-work' position and no position should be given to an unqualified or uninterested volunteer.

3.8 Acceptance and Appointment

Service as a volunteer with the County shall begin with an official notice of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the County who will normally be the Human Resources Director or Department or Agency Head under which the volunteer will be participating. No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork and completed a departmental orientation. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and shall receive a copy of his/her job description and agreement of service with the County.

3.9 Probationary Period

All volunteer placements shall initially be done on a trial period of 40 hours. At the end of this period a second interview of the volunteer shall be conducted, at which point either the volunteer or appropriate staff may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position within the County.

3.10 Re-Assignment

Volunteers who are at any time re-assigned to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with the County.

3.11 Professional Services

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license should be maintained in the volunteer's official personnel file.

3.12 Length of Service

All volunteer positions shall have a set term of duration. It is highly recommended that this term shall not be longer than one-year, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of his/her set term, without expectation or requirement of renewal or re-assignment of that position to the incumbent.

Volunteers are neither expected nor required to accept further service in a position at the end of their set term. End of term options include the following:

- A. Renewal; or
- B. Re-assignment; or
- C. Discontinue service

Volunteer Training and Development

4.1 Orientation

All volunteers will receive a general orientation on the nature and purpose of the Department or Agency of assignment, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position which they are accepting.

4.2 On-the-Job Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of

such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

4.3 Staff Involvement in Orientation and Training

Staff members with responsibility over delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Those staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

4.4 Volunteer Involvement in Orientation and Training

Experienced volunteers should be included in the design and delivery of volunteer orientation and training.

4.5 Continuing Education

Just as staff, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities should be made available to volunteers during their connection with the County. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided either by the County or by assisting the volunteer to participate in educational programs provided by other groups.

Volunteer Supervision and Evaluation

5.1 Requirement of a Supervisor

Each volunteer who is accepted to a position within the County must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

5.2 Volunteers as Volunteer Supervisors

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

5.3 Volunteer/Staff Relationships

Volunteers are considered to be partners in implementing the mission and programs of the County. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

5.5 Staff Volunteer Management Training

An orientation on working with volunteers will be provided to all staff. In-service training on effective volunteer utilization will be provided to staff highly involved in volunteer management.

5.7 Staff Involvement in Volunteer Evaluation

Affected staff should be involved in all evaluation and work assignments of volunteers with whom they are connected.

5.8 Lines of Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Lines of communication should operate in both directions, and should exist both formally and informally. Volunteers should be informed regarding all decisions which would substantially affect the performance of their duties.

5.9 Absenteeism

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

5.10 Standards of Performance

Standards of performance shall be established for each volunteer position. These standards should list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Creation of these standards will be a joint function of staff and the volunteer assigned to the position, and a copy of the standards should be provided to the volunteer along with a copy of his/her job description at the beginning of the assignment.

5.11 Dismissal of a Volunteer

Volunteers who do not adhere to the rules, policies and procedures of the County or who fail to satisfactorily perform their volunteer assignments are subject to immediate dismissal.

5.12 Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: conflict of interest, misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of County-owned equipment or materials, abuse or mistreatment of citizens or co-workers, failure to abide by policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

5.14 Resignation

Volunteers may resign from their volunteer service with the County at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

Volunteers who resign from one position or assignment must complete processes described in sections 3.3 – 3.9 prior to receiving another assignment.

5.15 Exit Interviews

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the potential interest of the volunteer in some other capacity with the County.

5.16 Evaluation of County Volunteer Utilization

The Department or Agency Head shall conduct an annual evaluation to coincide with either the calendar year or fiscal year of the utilization of volunteers by the County Department or Agency. This evaluation shall include information gathered from volunteers, staff, and clients. The evaluation shall include a recommendation for either continuing or discontinuing the use of volunteers for specific activities as well as recommended changes, if necessary, for continuing volunteer recruitment and participation.

Volunteer Support and Recognition

6.1 Reimbursement of Expenses

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the County. The Department or Agency Head shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any expenditure,

6.2 Access to County Property and Materials

As appropriate, volunteers shall have access to County property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for County purposes. This policy does not include access to and use of County-owned vehicles.

6.3 Appreciation

All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple “Thank You’s” to a concerted effort to include volunteers as full participants in program decision making and implementation.

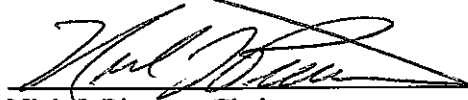
6.4 Volunteer Career Paths

Volunteers are encouraged to grow and develop their skills while serving with the County, and are to be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. If so desired by the volunteer, the County should assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

Adopted this the 17 day of March 2015.

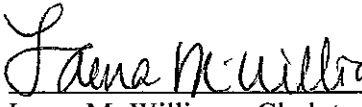
Effective date this the 1st day of April, 2015.

Moore County Board of Commissioners



Nick J. Picerno, Chairman

ATTEST:



Laura M. Williams, Clerk to the Board

