

SUBJECT: VOLUNTEER RESOURCES/INTERNS

APPROVED BY:

EFFECTIVE

DATE: 04-04-11 (replaces 05-18-10)

Executive Director

Reviewed (no changes): _____

POLICY

It is the policy of McIntosh Trail CSB to recruit, train, and utilize volunteers/interns to assist in the delivery of services to all consumers regardless of age, race, sex, political affiliation, religion, handicap, or national origin.

A **volunteer** is a person who, without financial remuneration from our agency, provides services to a program or the agency on a regular on-going basis. This includes interns/practicum placements.

PROCEDURE

Recruitment of Volunteers:

1. Volunteer participation shall be open to persons of both sexes and of all ages, races, political affiliations, religions, or handicaps.
2. Volunteers may be recruited by managers to assist them in their program.

Selection of Volunteers:

1. Each volunteer must complete an application/resume and submit it to the Program Manager or designee.
2. The Program Manager or designee will personally interview all applicants.
3. Volunteers will be selected to fit specific job descriptions developed.
4. Program Managers will complete the Volunteer Selection package using the Volunteer package checklist (Attachment #1) and forward to Human Resources. This package will include the following:
 - Volunteer Information Sheet (Attachment 2)
 - Application/Resume for Volunteer selected
 - Interview questions
 - Reference checks (Attachment 3)
 - Copies of license/certification (if applicable)
 - Authorization for Release of Information (for fingerprinting) (Attachment 4)
 - Criminal Background Check (Residential and C&A sites only)

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PROCEDURE (Continued)

Training of Volunteers:

1. Volunteers will complete the same training process that paid staff are expected to complete. (See Policy #3104)
2. Volunteers will be informed of additional training opportunities as they become available.

Assignment of Volunteers:

1. Regular volunteer assignments will be made and supervised by the Program Manager or designee.
2. Assignments will be made on the basis of specific job descriptions outlining responsibilities and qualifications of volunteers.
3. A Volunteer Duties/Assignments Acknowledgement must be completed and signed for each volunteer. A copy of the signed acknowledgement must be forwarded to Human Resources.

Termination of Volunteers

1. A volunteer will be terminated if work is not available or the volunteer's work is not satisfactory.

Recognition of Volunteers

1. The Center/Service Director or designee shall be responsible for the recognition of the services of volunteers and shall encourage staff to be sensitive to this need.

Management of Volunteers

1. The Program Manager shall handle initial calls from volunteers, explain current needs, how volunteers can assist, interview potential volunteers, etc.
2. The Program Manager will encourage staff to submit requests/job descriptions for volunteers and advocate for volunteer services.
3. The Program Manager, in collaboration with program staff, shall identify areas where volunteers can be most effectively utilized.
4. The Program Manager will follow up on a volunteer's adjustment and act as a liaison between volunteer and staff.
5. Volunteers who provide direct care, treatment, and/or services to consumers will have MHP/MRP/SAP/SAM supervision.

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6. The immediate supervisor of the volunteer shall be responsible for:
 - a. Personnel records (volunteer application, assignment, hours)
 - b. Current assignments open to volunteers and material needs of the center.
 - c. Orientation and any training necessary. (See Policy #3104)

Attachments:

1. Volunteer/Intern Package Checklist
2. Volunteer/Intern Information Sheet
3. Volunteer/Intern Duties/Assignments Acknowledgement
4. Authorization for Release of Information
5. Preemployment Reference Check Form

VOLUNTEER/INTERN PACKAGE CHECKLIST

Forms to be forwarded to Personnel Manager for approval prior to notifying volunteer.

- _____ 1. Volunteer Information Sheet
- _____ 2. Application/Resume
- _____ 3. Interview Questions and Responses
- _____ 4. Reference Checks
- _____ 5. Copy of licenses/certifications (if applicable)
- _____ 6. Authorization for Release of Information (for fingerprinting)
- _____ 7. Criminal Background Check results
(Residential and Child/Adolescent Sites only)
- _____ 8. Intern Agreement (if applicable)

VOLUNTEER/INTERN INFORMATION SHEET

Effective Date: _____ Expected duration of Internship: _____

Volunteer/Intern Name: _____

Program Name: _____

Brief Description of duties to be performed:

Supervisor Signature _____ Date _____

Program Manager Signature _____ Date _____

Clinical Director of MH/AD _____ Date _____
or Director of DD Services Signature

Approving Authority Signature _____ Date _____

PREEMPLOYMENT REFERENCE CHECK FORM

APPLICANT _____ POSITION _____

COMPANY CONTACTED _____ TELEPHONE _____

PERSON CONTACTED _____ TITLE _____

What was your employment relationship with the applicant? _____

How long did you supervise (work with) this person? _____

What were the applicant's job title and duties? _____

How would you compare him/her with others doing the work? _____

Strong points _____

Areas for improvement _____

If I were going to be this person's supervisor, what advice would you have for me to maximize his/her performance on the job? _____

Supervisory ability _____

Describe how he/she got along with people _____

Attendance/punctuality _____

Did this person exhibit any common personality traits that interfered with work performance? _____

Examples: _____

Reason for leaving _____

Would you rehire? _____

Position for which best qualified _____

Additional comments _____

Checker's comments _____

Reference checked by _____ Date _____
