

Volunteer Policies

United Way & Community Chest
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Statement of Policies and Practices for Consistency in Volunteer Involvement

Volunteers are valuable resources to United Way & Community Chest (UW&CC), its staff and its stakeholders. They enhance and expand our capacity to serve.

Volunteer policies and practices ensure consistency and fairness in volunteer involvement. They help clarify volunteer roles, rights and responsibilities, as well as their authorities within the organization.

Statement of Policies

(Refer to UW&CC Code of Ethics for details.)

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1.1 Code of Ethics

Conflict of Interest

Any administrative volunteer, volunteer staff or paid staff having direct or indirect interest in an individual, group or organization proposing or involved in a transaction with UW&CC shall give notice of interest or relationship and, thereafter, shall refrain from discussing or voting on the transaction or influencing the decision.

Gifts

No UW&CC volunteer shall directly or indirectly accept for his or her personal benefit any gifts, payments, fees, services or special privileges, or other favors from any person, organization or business that seeks to do business with UW&CC. The only exceptions are common courtesies usually associated with accepted business practices. **If there is any question whether a gift is appropriate, it should be discussed with the Vice President of Finance & Administration.**

There are two alternatives with respect to non-allowable gifts:

- ▶ The first alternative is to forward the gift to UW&CC so that it can be used for the benefit of the organization.
- ▶ The second alternative is to make a charitable donation to UW&CC equal to the portion of the gift's value which is in excess of \$100 and retain possession of the gift.

1.2 Risk Management

UW&CC recognizes the importance of risk management for staff and volunteers by acknowledging and controlling risks in the workplace and in the performance of duties. The organization abides by all federal, state and local laws, including any volunteer protection laws and labor laws regarding physical and emotional safety.

UW&CC cannot be held responsible for loss of personal items by volunteers during the course of their activities. All persons must use common sense and discretion when carrying or storing items of value during their volunteer activities.

Statement of Practices

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1.3 Confidentiality

Information about UW&CC, member agencies, volunteers, corporate and individual contributors, suppliers, and employees obtained by virtue of volunteer activity is strictly confidential and must be treated as such. Volunteers may be contacted by the media for comment or information. In such cases, in order to ensure that information given is both accurate and consistent with organizational policies, all media contacts and questions should be referred to the **Vice President of Communications** or designee.

1.4 Vision of Volunteer Involvement

The achievement of the goals of UW&CC is best served by the active participation of citizens of our community. To this end, this organization accepts and encourages the involvement of volunteers at all appropriate levels within all appropriate programs and activities. Staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers can help the organization achieve its missions.

1.5 Goals of UW&CC Volunteer Involvement

- ▶ Increase the impact of UW&CC services by involving greater numbers of people.
- ▶ Enhance the quality of decision-making and service-delivery.
- ▶ Ensure inclusiveness while representing constituents, i.e. funders, agencies, donors, consumers, and corporations.
- ▶ Promote and model effective volunteer involvement.

1.6 Volunteer Definition

A "volunteer" is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of the UW&CC.

1.7 Scope of Volunteer Program

Volunteers are involved at all levels of the organization: policy-making levels such as the Board of Trustees, leadership levels such as councils and committees, and administrative levels such as volunteers who directly assist staff in delivery of service. Volunteers supplement and enhance services; they do not displace paid employees.

1.8 Inlusiveness ofVolunteers

It is UW&CC practice to provide equal volunteer opportunities to all qualified individuals. UW&CC will abide by all laws against discrimination due to race, color, sex, age, disability, veteran status, ancestry, lifestyle, religion, or national origin and any other categories protected by state and federal law. **UW&CC promotes area-wide inclusiveness.**

1.9 Special Case Volunteers

The agency 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. In each case, however, the decision to accept the volunteers is at the sole discretion of the organization. In addition, a written agreement must be in effect with the organization, school or program from which the special case volunteers originate, and the agreement must identify responsibilities for management and care of the volunteers.

1.10 Employees as Volunteers

UW&CC accepts the service of staff as volunteers. This service is accepted only if the volunteer service is **provided without coercion** and involves work that is outside the scope of normal staff duties.

1.11 Service at the Discretion of UW&CC and the Board of Trustees

Volunteers provide their services at the sole discretion of UW&CC and the Board of Trustees. The organization may at any time, for whatever reason, decide to terminate the volunteer relationship with an individual or group of individuals at the administrative, policy-making and leadership levels. Termination decisions will be made using the organization's by-laws or other articles of governance.

The volunteer may at any time, for whatever reason, decide to sever the volunteer relationship with UW&CC.

1.12 Volunteer Support and Commitment

Volunteers **will receive** adequate orientations, training and meaningful assignments. **They will receive** effective supervision and feedback, full involvement and participation, and recognition for accomplishments.

In return, **volunteers will perform their duties** to the best of their abilities, fulfill their commitments of time and energy, and remain loyal to the mission, goals and procedures of UW&CC.

For New Employees Of United Way & Community Chest

Role of Volunteers at UW&CC

1. A volunteer is anyone who is carrying out the work of UW&CC and is not being compensated.
2. Volunteers lead the organization in partnership with their paid staff counterparts. This is true at the executive staff level and most of the management levels.
3. Volunteers are leaders and doers in the process of fund raising, community planning and fund distribution.
4. Volunteers are partners with the paid staff unless otherwise designated.
5. Volunteers are included in staff meetings, orientations, activities, retreats, and events when appropriate.

Why Are Volunteers Valuable To UW&CC?

1. Volunteers bring energy and creativity to the organization.
2. Volunteers are the extra hands and feet of the organization.
3. Volunteers represent the organization to the community and are important public relations instruments.
4. UW&CC is a community problem solving organization and needs the input and involvement of the community.
5. Studies have shown that people who volunteer their time are more likely to be financial supporters of the organization.

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What Is Your Role Supervising Or Coaching Volunteers At UW&CC?

1. In a position description, always keep in mind that the skills, knowledge and experiences of a potential volunteer should match your need.
2. During the interview, carefully check to see, if the applicant fits the volunteer opportunity you offer. The placement of the right volunteer in the right place fosters job satisfaction and retention.
3. Provide volunteers with an orientation about the mission, program goals, policies, and support services at UW&CC. With this knowledge, volunteers can identify with the organization. The volunteer program office does hold regular orientation sessions for volunteers. Contact Sarah Elliston for a schedule.
4. Make sure that you provide Sarah Elliston with a completed yellow registration form for every new volunteer who starts to work for you. Also, all volunteers should track the hours they work for UW&CC and report them to Sarah Elliston.
5. Delegate work segments that make sense and for which the value is clear. Volunteers need to feel that what they are doing has real purpose.
6. Train volunteers for the job; provide them with all the knowledge, skills and information they need to be successful.
7. Support volunteers in accomplishing tasks in the most productive and fulfilling manner possible by enabling, leading and encouraging them.
8. Recognize, credit and celebrate the achievements of volunteers. Recognition accents the spirit of volunteerism, which results in renewed motivation, commitment and retention.
9. Evaluate the accomplishment of goals and objectives. Communicate the results of the evaluations. Give honest and open feedback to the volunteers. The volunteer program office has a feedback form for your use. Evaluation provides for future direction.
10. Whenever possible, give your volunteers a voice in the decision-making process. Volunteers look to some tasks within the organization in a different way and might bring up valuable ideas.

In summary, your role as a supervisor or coach of volunteers is to get the work done and to build the best relationship you can. To achieve this, your volunteers need to experience achievement, recognition for accomplishment, challenging work, increasing responsibility, and the opportunity for growth and development.

