

Relationships, Rights, *and* Responsibilities

These guidelines were developed as a framework for Red Cross volunteers and paid staff in working together to provide service excellence. Good interpersonal relationships are the result of a clear understanding of each other's rights and responsibilities based on—

1. **Commitment** to and **support** of the aims and goals of the American Red Cross and the concept of active volunteer participation.
2. An **understanding** of each other's job functions.
3. Mutual **respect** for the co-workers of organizational teams.
4. Good **communications** by which to build mutual feelings of security and acceptance.
5. **Preplanning** for work assignments—including sufficient information, resources, and supplies—in order to perform the required task.
6. Appropriate designated **work space**.
7. Adequate and effectively presented **training** for specific job assignments.
8. Appropriate **assignments** according to skill, interest, availability, and training.
9. **Guidance and support** from an experienced supervisor who has been assigned this specific responsibility.
10. A mutual commitment to work **cooperatively**, accepting and giving supervision and training as indicated by the job assignment.
11. Advanced training and assignments in order to further **career development**, depending on personal goals.
12. The **opportunity to participate** in appropriate staff meetings, in action planning, and in setting goals and objectives.
13. Regular **consultation** for a review of job performance.
14. **Mutual responsibility** toward maintaining productive service and a feeling of fellowship in the workplace.
15. Formal and informal expressions of **appreciation** and **recognition**.

