



**Volunteer Administrators' Network  
of Central Ohio**

**PROFESSIONAL ETHICS FOR  
VOLUNTEER ADMINISTRATORS**

Developed by the Ethics Committee of the  
Volunteer Administrators' Network of Central Ohio

COMPLIMENTARY COPY

# **PROFESSIONAL ETHICS FOR VOLUNTEER ADMINISTRATORS**

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## **Overview**

The basic philosophy of volunteerism is giving time and talent to help others. The mission of each organization determines the appropriate involvement of volunteers. Volunteer positions must be developed which help to accomplish the organizational mission. The volunteer administrator has the responsibility to build a comprehensive volunteer program to deliver quality services and meet individual needs of the volunteers. Volunteer administrators must develop a personal philosophy of volunteerism upon which to build such a program. This leader and advocate for volunteerism should maintain high ethical standards in relationships with volunteer staff, with paid staff, with consumers, with professional peers, and with the public.

## **Standards**

1. The volunteer administrator shall communicate the organizational philosophy reflective of the mission statement.

This includes:

- \*Understanding the basic mission of the organization.
- \*Practicing the philosophy of the organization.
- \*Interpreting the philosophy to volunteer staff, paid staff, consumers, professional peers, and the public.
- \*Creating and maintaining a volunteer program which addresses the rights/needs of the organization, the consumer, and the volunteer.

2. The volunteer administrator shall provide direction to volunteer staff.

This includes:

- \*Consistently being directed by a written code of ethics or standards that are known to paid and volunteer staff.
- \*Producing specific guidelines for volunteer performance including the interview, job expectations, organizational policies, sufficient training, supervision, evaluation, and recognition.
- \*Placing volunteers to reflect the volunteer needs and skills.
- \*Providing opportunities for involvement in decision making.
- \*Fostering an understanding of and respect for the roles of the paid staff and the volunteer staff in the organization and their responsibilities to each other.
- \*Maintaining objectivity in conflicts between paid and volunteer staff, seeking to clarify facts and resolving a conflict in a timely, objective, and humane manner.

3. The volunteer administrator shall be responsive to paid staff.

This includes:

- \*Developing and maintaining a volunteer program that supplements, supports, and extends the work of paid staff.
- \*Fostering an understanding of and respect for the roles of paid staff and volunteer staff in the organization and their responsibilities to each other.
- \*Encouraging and seeking the involvement of paid staff in the development, operation, and evaluation of the volunteer program.
- \*Maintaining objectivity in conflicts between paid and volunteer staff, seeking to clarify facts and resolving a conflict in a timely, objective, and humane manner.

4. The volunteer administrator shall respect privacy and ensure confidentiality.

This includes:

- \*Protecting volunteer records.
- \*Developing personnel policies and practices that parallel those of paid staff.
- \*Exercising care to prevent disclosing or using confidential information in an unprofessional or illegal manner.
- \*Educating staff to understand the legal and confidential aspects.
- \*Divulging only information relevant to an interagency request.
- \*Discouraging gossip among volunteer staff and paid staff which is detrimental to one group or the other.

### Committee Members

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*Bettenee Huntzicker*  
chairman