Town of Dumfries

Volunteer Manual

June 2014

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Vision

The vision of the Town of Dumfries Volunteer Program is to encourage citizens to take on leadership roles within the Town of Dumfries, to help develop a sense of community and create opportunities where Town of Dumfries citizens can feel a sense of ownership in an effort to strengthen our community.

Mission of the Volunteer Program

The mission of the Town of Dumfries Volunteer Program is to enhance the quality of Town of Dumfries' services to citizens. The program will offer a platform where citizens' talents and skill sets can be matched to support needs within the community. Volunteer opportunities can range from tutoring with an after school program, helping out in the office, having a volunteer group lend a helping hand to a local non-profit, volunteering one hour per week, and mentoring our youth.

Program Values

- Networking
- Helping others
- Sense of ownership
- Professional growth
- Making a difference in the community

How You Can Help

- Mentor a child
- Teach a class (art, drawing, music, group fitness, etc.)
- Help plan a Town of Dumfries event
- Have your group organize a neighborhood clean-up
- Volunteer at a Town of Dumfries event
- Be a guest speaker for youth
- Help organize the Seniors Luncheon
- Assist with office work
- Assist with mass mailings
- Help advertise for events
- Provide entertainment for an event
- Provide a program for youth at an event
- Assist with fundraising opportunities
- Make a financial donation to a program
- Volunteer with a 4-H program
- Serve as a volunteer on a committee
- Volunteer on Election Day
- Help set up before a big event
- Help clean up after a big event
- Help put together Welcome Packets for newcomers
- Assist with community meetings
- Serve as a League Director

*We are open to any suggestions you may have!

Participant Eligibility Requirements

In order to volunteer with the Town of Dumfries, the following credentials must be met:

- Must be willing to serve with pride
- Must enjoy helping others
- Must be at least 14 years of age (for some opportunities)
- Must be at least 18 years of age (for some opportunities)
- Must pass a thorough background check for volunteer opportunities that require direct involvement with youth. (Mentoring, tutoring, after school programming, guest speaker, youth classes, etc.)
- Must be responsible for your own transportation
- Must be reliable
- Must be respectful to supervisors and others
- Must abide by the rules and regulations set forth by the Town of Dumfries

Getting Started

If you already have an idea of how you would like to serve as a volunteer, please complete the application to sign up. If you would like to serve, but are not sure how to help, please give us a call, let us know your talents, and we will find an opportunity for you to volunteer! Please see the volunteer application form in the appendix of this handbook. Once you complete and return your application, you will be matched with an opportunity if you meet all of the requirements specified.

Ethics & Responsibilities

1. All volunteers must have a completed form on file and be *scheduled* to volunteer, no walk-ins.
2. Attend volunteer training session. (This may be held on your first day or at a scheduled group session).
3. If serving as a mentor, be sure that you can commit to one hour per week. Please note that mentors will have special mandatory trainings throughout the fiscal year.
4. When working with youth, background checks must be on file.
5. Remember, while you are volunteering, you are a representative of the Town of Dumfries and in some instances, you may be the first contact other citizens may have with Town of Dumfries staff/representatives. Please remember to be courteous, friendly, helpful and exude a positive attitude at all times. Remember to smile!
6. Please keep your supervisor aware of any potential issues that may arise.
7. Please report all accidents and incidents to your supervisor.
8. Report to duty on time.
9. In the event you are not able to volunteer when expected, please notify your supervisor.
10. If you would like to be assigned to a different volunteer opportunity, please discuss it with the coordinator. We want to make the best out of your experience, and will work to accommodate your needs.
11. Please dress in comfortable clothing that best suits your service. Example: If you are working with youth, feel free to wear a t-shirt, jeans and sneakers. If you are working in the office, dress in comfortable, casual office attire. Volunteer t-shirts may be available for special events.
12. Maintain a professional relationship with all those whom you come in contact while volunteering.
13. Please use Town of Dumfries equipment (phones, computers, copiers, etc.) for town business and not for personal use.
14. Be sure to sign in using the volunteer log.

Code of Conduct

All volunteers are expected to behave appropriately. Inappropriate behavior will not be tolerated by the Town of Dumfries. Inappropriate behavior includes but are not limited to:

- Assault of any type
- Using foul, abusive, insulting, or racially derogatory language
- Loitering
- Smoking in other than designated areas
- Destruction of property
- Harassment of any kind
- Treating staff, other volunteers or program participants/citizens in a disrespectful manner.

Any Town of Dumfries volunteer who violates the Code of Conduct will be subject to dismissal from the program.

Policies

Applications

All applications will be carefully reviewed and references will be checked prior to an applicant being matched with a volunteer opportunity.

Absences

Please notify your supervisor via email or phone call when you will not be able to make it to a scheduled event or program. We understand that things happen, but please let us know so we can plan accordingly.

Background Checks

Thorough background checks will be completed for volunteers who wish to work directly with youth. Volunteers working with children will be responsible for submitting information needed for a background check with the Virginia State Police Department for a criminal history check and a check the sexual offender registry.

Dismissal

If a volunteer is not fulfilling the needs of a particular program and/or is violating the Code of Conduct, they will be subject to dismissal. Corrective measures will be taken, in some cases, prior to dismissal. If it is found that a volunteer does not have the qualifications to serve in a field, the coordinator will attempt to find other opportunities for the volunteer.

Disciplinary Policy

The Town of Dumfries reserves the right to dismiss a volunteer's service at any time, if it is proven that a volunteer's actions are in violation of the Code of Conduct.

Evaluation

Volunteers will complete evaluations of the program upon exiting. This is a great way for the Town of Dumfries to improve the program. In addition, long-term volunteers will receive an evaluation from their supervisor, at the end of their term.

Future References

Keep in mind, that positive volunteer experiences can be beneficial to you as well as the Town of Dumfries in the future! Volunteer experiences are a great way to gain knowledge in other fields, look great on your resume, and your volunteer supervisor may be willing to write a letter of reference which will be beneficial to you for future job opportunities.

Holidays

The Town of Dumfries observes all State holidays.

Recognition

The Town of Dumfries greatly appreciates the jewels in the community who are willing to utilize their time in an effort to enhance our programming! Therefore, all volunteers will receive a certificate at the end of the fiscal year, for the hours they have contributed to our community.

Staff Meetings & Trainings

Typically, volunteers will have some sort of training at the beginning of serving their hours. However, if you sign up to volunteer as a mentor, you will receive subject matter specific group training. Mentors will also receive periodic trainings throughout the fiscal year.

Volunteer Placement

It is a goal of the volunteer program to match all volunteers with volunteer opportunities based on their skill-set, desired location, and the needs of the town. Volunteers will be notified once a match is found. Volunteers will also be notified on upcoming volunteer opportunities as they become available.

Volunteer Safety

The safety of our volunteers is a responsibility that is shared between the Town of Dumfries and volunteers. It is our duty to provide a safe working environment for volunteers; we expect all volunteers to maintain the safety of the work area by following set rules and notifying their supervisor if an issue occurs.

Working Hours

Working hours will be determined based on needs and the availability of the volunteer. The exact hours a volunteer works will be negotiated between the supervisor and the volunteer. Volunteers are encouraged to select dates/times that work best for them, when completing the completing the volunteer application form.

Town of Dumfries Volunteer Application

The Town of Dumfries welcomes assistance from its residents and has many volunteer opportunities available for those who are interested in lending a helping hand. If you are interested in volunteering with the Town of Dumfries, please complete this Volunteer Application and return it to the attention of the Director of Community Services at: 17755 Main Street, Dumfries, VA 22026, phone: (703) 221-3400 ext.144, fax: (703) 221-3544, or by email: rgandy@dumfriesva.gov.

Contact Information

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	
Date of Birth	

Availability

During which hours are you available for volunteer assignments?

___ Weekday mornings ___ Weekend mornings
___ Weekday afternoons ___ Weekend afternoons
___ Weekday evenings ___ Weekend evenings

Comments:_____

Have you ever been convicted of any felony or misdemeanor offenses? ☐ Yes ☐ No

If yes, provide details including specific conviction, date of conviction, name of court and county where convicted.

_____
_____
_____

Interests

Tell us in which areas you are interested in volunteering

___ Office Work
___ Special Events
___ Community Services Department
___ Mentoring (Mandatory Background Check)
___ Tutoring (Mandatory Background Check)
___ Seniors Luncheon
___ 4-H Program
___ Recreational Activities
___Other:_____

Special Skills or Qualifications

Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports.

Previous Volunteer Experience

Summarize your previous volunteer experience.

Person to Notify in Case of Emergency

Name	
Street Address	
City, State, Zip Code	
Home Phone	
Work Phone	
E-Mail Address	

Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal. Also, signing below acknowledges that the Town of Dumfries is not liable for any injuries that may occur to me while on Town premises or participating as a volunteer.

Name (printed)	
Signature	
Date	
If volunteer is under 18 years of age:	
Name (printed) of parent/guardian	
Signature	
Date	

References:

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

Our Policy

It is the policy of this organization to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age, or disability.

Thank you for completing this application form and for your interest in volunteering with us.

Volunteer Supervisor's Checklist

- Make sure volunteer receives a copy of the Manual
- Orientation
- Review Mission and Values of the program

Duties

- Make sure volunteer receives proper training
- Volunteer Log
- Evaluations
- Review Code of Conduct

Volunteer Program Policies

- Absences
- Background Checks
- Dismissal
- Discipline Policy
- Evaluation
- Holidays
- Recognition
- Staff Meetings and Trainings
- Volunteer Placement
- Volunteer Safety
- Working Hours

By signing below, my supervisor and I confirm review of all of the items mentioned above.

Signature:_____ Date:_____

Supervisor's Signature:_____ Date:_____

Volunteer Agreement Form

Name:_____

Street Address:_____

City:_____ State:_____Zip:_____

Highest level of school completed:_____

Name of last school attended:_____

Phone:_____ Optional Phone:_____

Volunteer Assignment

Your supervisor will be:_____

Scheduled days:_____ Scheduled hours:_____

Beginning date:_____Department:_____

If absent, contact your supervisor at:_____

Emergency Contact Information

In case of emergency, call:_____ Relationship:_____

Phone #1:_____ Phone #2:_____

Physical restrictions/allergies we should be aware
of:_____

_____

_____

VOLUNTEER LOG

Date	Name	Program/Event	Department	Time In	Time Out	Total Hours

Volunteer Evaluation

Volunteer Name: Title:	Evaluation for the period:
Supervisor: Title:	Department:

GOALS AND OBJECTIVES DURING THIS EVALUATION PERIOD

-
-
-

ACHIEVEMENTS, ACCOMPLISHMENTS, AND RESPONSIBILITIES *(completed by volunteer)*

-
-
-

WAYS THE VOLUNTEER PROGRAM CAN BE IMPROVED *(completed by volunteer)*

-
-
-

STRENGTHS

-
-
-

VOLUNTEER DEVELOPMENT PLAN

-
-
-

VOLUNTEER'S SIGNATURE	SUPERVISOR'S SIGNATURE
Name: Date:	Name: Date:

Notes