

SHAW AFB VOLUNTEER PROGRAM



Volunteer Process Flowchart



Volunteer speaks with A&FRC representative to learn more about opportunity to volunteer on and off-base



Benefits of volunteering: 1) Work experience & skills for your resume 2) 10 paid hrs/week of child care



Procedures: Sign Volunteer Agreement; Develop Resume; Participate in Resume & Interview Skills Classes, if desired



Volunteer Applies for Agency Posted Position: Look through list of Agency posted openings. Apply for positions that meet skills, interests, or desired area to build skills.



Interview with Agency supervisor: If works for both agency and volunteer, volunteer begins work. If not, volunteer continues to look at other openings.



Volunteer is responsible to: 1) Be open-minded and eager to learn. 2) Track & submit volunteer hours worked.



Volunteer builds work portfolio: 1) Additional experience to add to resume. 2) Possible hard-copy examples of work done to add to your work portfolio.



Volunteering WORKS!!!

Volunteer's Introduction

The Force Support Squadron's Airman & Family Readiness Center is committed to making your choice of volunteering one you will never regret! To that end, we have created this booklet to guide you through the volunteering experience. You will reexamine your motives, understand your rights, and learn how experience gained through volunteering can help you in the future. The process of securing a volunteer position and how to handle difficult situations arising at work sites are also explored.

The guide is designed to be used! Write in it. Tear out Pages. Use it to your advantage. We are here to help you ensure that your needs are met through volunteering. Your time, skills, and talents are needed and appreciated throughout our Shaw Air Force Base community.

Read on to discover how your generous offering of services cements the partnership for a brighter future!

Motivation and Benefits

You have some interest in volunteering if you decided visit your Airman & Family Readiness Center and have picked up this guide. This section will ask you to look at the motivation behind your desire to volunteer. There are a variety of volunteer situations. Opportunities at Shaw Air Force Base consist of everything from daily activities to standby for emergencies. Examining why you want to volunteer will determine the type of volunteer placement right for you.

Motivation

You have recently arrived at Shaw AFB. You live in temporary quarters and are interested in finding out about the community; ready to form new friendships. This scenario describes a perfect motivation for volunteering. In this instance, volunteering provides a means for meeting new people while becoming familiar with community needs and activities. A position with a high volume of business requiring little knowledge of community specific information would fit this immediate need.

Maybe you have lived in the area for some time. You secured employment but the idea of exploring another career field is appealing. Volunteer! It is a way to determine if you have or could build the skills to excel in your dream career. Giving a few hours each week or month would help you with your decision. Even if you choose to remain in your current occupation, the changes of pace every now and then may do you well. You are concerned that employers may consider this lack of practical experience a disqualifier.

Consider this situation. You have the education and training but no hands-on experience. Another motivation for volunteering has just been described! Many employers, including the federal government, consider volunteer time as qualifying experience in many instances. You

could help the community while helping yourself.

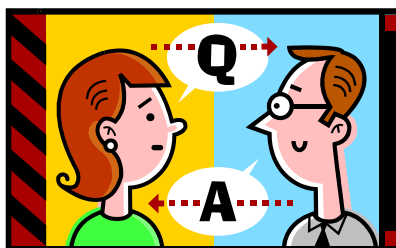
You may decide against seeking full-time employment at this time but have a fear of getting “rusty” if skills are not maintained. Again, volunteering may offer you the opportunity to keep your skills updated. The right placement will allow you to maintain those skills while making business contacts. This form of “networking” may prove invaluable in the future.

Volunteering can be just plain fun! That could be your main motivation. Having a good time doing something you love and contributing to your community are valid, uncomplicated motivations.

There are indeed many more reasons to volunteer. Take a few minutes to answer the questions below about your personal needs and motives.

I want to volunteer because: _____

Volunteering will give me the opportunity to: _____



Remember that motivation is tied to placement. Once you identify why you are willing to volunteer, placement options to meet those needs may be able to be explored.

Placement Considerations

Can you donate several hours every day to an organization? Do you prefer the hustle and bustle of a busy office or behind-the-scenes solitude? These questions and a host of others should be answered as you consider the type of volunteer placement to pursue. A sample set of question is provided for your review.

Time

How much time do I have available to volunteer? _____

How long of a commitment (months/years) am I willing to offer? _____

Am I willing to work weekends or evenings? _____

Setting

What kind of atmosphere best suits my work style? _____

Do I want to work primarily with people or machines? Why? _____

Do I want to work independently or as a team member? _____

Skills/Interests

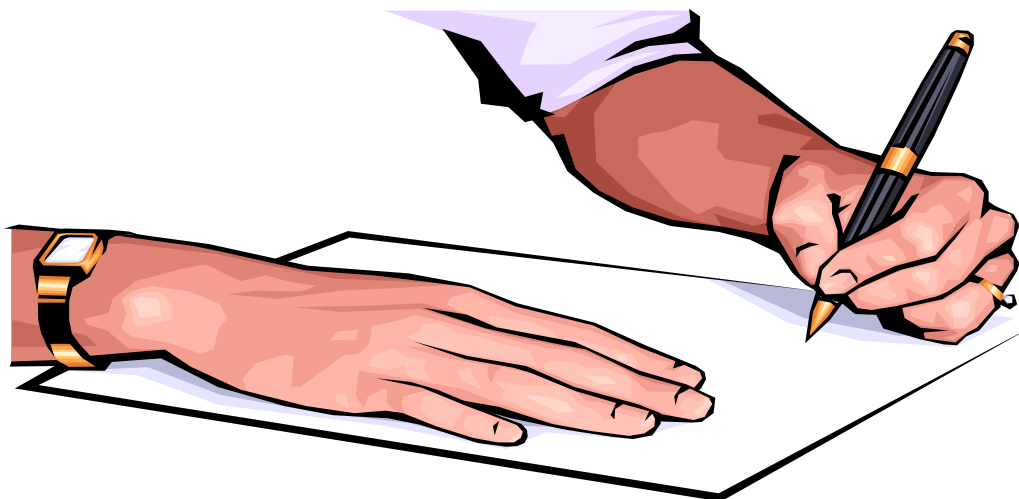
I want to use the following skills at my volunteer placement: _____

I would like to build on the following skill areas: _____

My hobby of _____ can best be used at _____

What age group do I want to work with? _____

Do I want to work with people who have disabilities? If so, what type of disability? _____



By answering these questions, you have a good start on narrowing down the choices for a successful volunteer assignment. The Airman and Family Readiness staff representative will go over these types of questions in a one-on-one session at the volunteer orientation as a part of the placement procedures for Shaw „Svolunteer program. The next section explains this process in detail.

Process and Procedures

Securing a volunteer position is easy once you determine the type of environment that will satisfy your needs. There is certainly no lack of requests for volunteer assistance. The Shaw Volunteer Program has established processes and procedures to match your needs with agency requests. Program staff will assist you every step of the way from agency referral to follow-up.

Agencies and Organizations

Certain agencies and organizations on base are normally involved with hiring volunteers through the Airman & Family Readiness Center. These include the American Red Cross, Chapel, Legal Office, Education Office, Manpower, Thrift Shop, Airman Attic, Enlisted and Officer

Spouses Clubs, Youth Center, Veterinary Clinic, etc. Many other base agencies accept volunteers if activities are authorized under statute or special agreement.

If an on-base agency does not meet the conditions listed above, they must submit a volunteer job description through the Civilian Personnel Office to the Base Legal Office to determine if the volunteer job is permissible. Volunteers may not fill positions when the position is intended to be a paid position, is a non-funded but considered a paid position, or a funded but not filled position. All permissible volunteer positions listed by the Airman & Family Readiness Center are accompanied by job descriptions.

Volunteer Consultation

You will have the opportunity to review volunteer job descriptions during a consultation with the Airman & Family Readiness Center representative. This session consists of an interview to clarify your needs as discussed in the previous chapter. Your needs will then be matched with volunteer vacancies.

You may find several volunteer vacancies interesting; you will receive a referral for each agency of interest that includes a point of contact and phone number. An interview between you and the agency representative will be set to discuss the volunteer employment opportunities. You may attend one interview or several interviews, it is your job to determine which agency or organization may best suit your needs.

In the event none of the listed vacancies are appealing, do not despair! The Airman & Family Readiness Center staff representative will work to locate a suitable volunteer position. There may be an agency in the area that is unaware of how your talent could benefit their operations. The Airman & Family Readiness Center staff will contact the agency and guide them through the procedures for developing a volunteer position to help use your talents and skills. You will receive the referral for an interview if Civilian Personnel and the Legal Office approve the position.

Interviewing

The interviewing process works both ways. The agency will try to determine if you have the skills, ability, or aptitude to get the job done. You will determine if the job requirements match your skills and motives for volunteering. Consider the work preference you outlined in a previous section of this guide. Does the placement meet all or most of those conditions? Have a set of questions ready for the employer covering items of concern not listed on the position description.

Suggested questions for you to use...may include:

- What is the overall mission of this organization?
- Can you describe the training that accompanies this position?
- Who will oversee my work?
- What is the time commitment for this position?
- Is there a dress code? Are uniforms worn?

You are under no obligation to accept a volunteer position. However, you should keep an open mind as you consider your “*fit*” into an organization. Your service may be just what was needed to make the organization shine! The Airman & Family Readiness Center staff will continue to search for an appropriate position if you decide not to accept an offer, but are still interested in volunteering.



If you are happy about the opportunity to work with an organization following the interview, procedures call for your signature to document acknowledgment of certain conditions surrounding volunteer service.

Forms

The Airman & Family Readiness Center staff will ask you to sign a Volunteer Agreement Form. It is a DD Form 2793, by signing; you acknowledge that information that may be discussed or overheard in the workplace should remain confidential. Many agencies request data on customers that could be considered sensitive. As a volunteer, you are a professional. Spreading personal information is inconsistent with workplace professionalism. You are required

Additionally, this form outlines the condition of gratuitous service. In other words, you expect no compensation for services rendered and you are offering your services at no cost and will not present any claim to the United States Government on any instrumentality thereof. The form also covers that you are bound by the laws and regulations applicable to voluntary services and you agree to participate in any training required by the installation or unit in order for you to perform your volunteer assignments.

Child Care for Volunteers

By special arrangement with a base-certified Family Day Care Provider and the Air Force Aid Society, childcare is available for active volunteers needing assistance. The childcare for volunteers is provided complements of Air Force Aid Society.



Volunteers are only authorized childcare during the days and hours that they are actually volunteering In order to be approved for childcare, interested volunteers are required to complete the family childcare provider form. This completed form must be signed by the family childcare provider and the family childcare coordinator and submitted to the Airman & Family Readiness Center.

Workplace Management

It is natural for employees to feel somewhat anxious when starting a new position. You, as a volunteer, are not expected to be an exception. Co-workers are not always in harmony with one other every day. You may view the strategy for completing a task as outlined by your supervisor as off the mark. There are a few principles and ideas that may ease the tension these situations can cause. This chapter will highlight a few of them



Shaw AFB Volunteer Code of Ethics

As a volunteer, I realized I am subject to a Code of Ethics, which binds the professionals in the field in which I work. Like them, I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do. I will keep confidential matters confidential. I interpret “volunteer” to mean I have agreed to work without compensation according to the same standards that are expected of the paid staff.

I believe all work should be carefully analyzed so that methods may be standardized. I believe people’s interests and skills should be studied to determine what jobs they can do and like to do, and as far as possible, they should be assigned to jobs they can do well and enjoy.

I promise to take to my work and attitude of open-mindedness; to be willing to be trained for it; to bring to it interest and attention. I realize I may have assets my co-workers may not have, and I may lack assets my co-workers have, but I will endeavor to assist in developing good teamwork

I plan to find out how I can best serve the activity for which I have volunteered and to offer as much as I can, but no more. I realize I must live up to my commitment and; therefore, will be careful to ensure my agreement is simple and clear enough so as not to be misunderstood.

I believe my attitude toward volunteer work should be professional I believe I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.

Being eager to contribute all I can to our community, I accept this code for the volunteer as my code to be followed carefully and cheerfully.

Actually, adherence to the basic code of ethics for volunteers as well as knowing your rights and responsibilities will see you through paid and non-paid positions successfully.

Volunteer Bill of Rights



As a Volunteer, I have:

- The right to be treated as a co-worker not just free help or a prima donna.
- The right to a suitable assignment with consideration for personal preference, temperament, life experience, education, and employment background.
- The right to know as much about the organization as possible, such as policies, peoples, and programs.
- The right to thoughtfully-planned and effectively-presented training for the job.
- The right to continuing education on the job as a follow-up to initial training with information about new developments and additional training for greater responsibility.
- The right to sound guidance and direction by someone, who is experienced, well informed, patient, and thoughtful.
- The right to promotion and a variety of experiences through advancement to assignments of more responsibility, transfer from one activity to another, and through special assignment.
- The right to be heard, have part in planning, to make suggestions, and to have respect shown for an honest opinion.
- The right to recognition in the form of promotion, awards, day-today expression of appreciation, and by being treated as a bona fide co-worker.
- The right to work in an orderly designated area, which is conducive to work, and worthy of the job to be done.

As a Volunteer, I have the responsibility to:

- Not take on too much.
- Respect confidences.
- Follow organizational guidelines.
- Prepare for each work assignment.
- Use time wisely; not interfere with others' performance.
- Consult with supervisor when unclear about policy.
- Give constructive feedback that will improve effectiveness.
- Refuse gifts or tips from recipients of service.
- Be considerate; work as a team member.



Completing or Terminating Volunteer Service

Discuss the length of service at the interview stage. Keep the employer informed about any changes to your commitment. Hopefully your volunteer placement will be successful with termination at the agreed upon time. Any small glitches should be worked out at the lowest level possible. Should terminating your service due to conflict be necessary, please do so in a professional manner. Allow time for your duties to be turned over to someone else. Help train the new person if possible. Discuss the pros and cons of the assignment with your supervisor before leaving. Under no circumstances should you choose to simply fail to show up: never to be heard from again. That sort of behavior sheds a bad light on the dependability of volunteers in general. The worst volunteer assignment for you could be the best one for another volunteer. You should not want to spoil the chance for someone else to find fulfillment.

Volunteer Portfolio

The experience you gain through volunteering can be applied to a variety of setting in the future. You can use the experience in support of paid employment or for achieving greater levels of responsibility in volunteer organizations.

Volunteer experience may also count toward educational goals such as admittance to graduate school. To use volunteer experience to your advantage, you will need to document aspects of the assignment.

Creating a volunteer portfolio is the best way to systematically gather and maintain relevant paperwork. This section provides suggestions for what may be included in the portfolio.

Position Description

A must for the portfolio is a copy of your position description. It should include a detailed description of your duties and responsibilities. Duties sometimes change over time. The copy of your position description for inclusion in the portfolio should be the most accurate representation of duties performed. Write the description yourself if you feel the original one is too brief and not a true reflection of our work responsibilities.

Volunteer Time Record



The number of hours spent volunteering may be crucial if applying volunteer time toward credit of experience in certain situations. Volunteer supervisors are briefed on the importance of maintaining time records. You should also track your hours as a back up.

Training Information

All training received should be documented. This includes formal and informal. For example, 8-hours of on-the-job training on the use of a certain software program is a noteworthy as an 8 hour training course taken at a university. Provide a bit of detail such as the length, style (video course, workshop, one-on-one), and scope or depth of training. Include copies of diplomas or certificates of completion.

Work Samples

Collect samples of work to include in your portfolio. This could include advertising fliers, news articles, or course outlines you created. If work produced is more administrative nature, keep track of the types of paperwork or record keeping for which you were responsible. Preparing military style writings or accounting for expenditures for special projects are examples. A newspaper article highlighting the success of a project you worked on is another way to “*show*” your work.

Performance Evaluations

Volunteer supervisors are encouraged to provide volunteers frequent feedback on performance. Some of this feedback should be written form. You should maintain copies of all performance evaluations. Providing a future employer with copies of outstanding ratings gives additional evidence of not only the skills you used but also how well you used them.

Letters of Reference

Ask your supervisor for a letter of reference before leaving your volunteer assignment. It is good to have these handy in case the supervisor leaves the area or you otherwise lost contact. The letter should contain specific references to the types of skills you used and the quality of work you produced. If you know the line of work you would likely apply the reference toward, ask the supervisor to gear the reference in that direction.

Resume

A current resume should be included in your portfolio and ready for distribution at any given time. The information that you gather for your portfolio is actually a source of input for your resume. For the resume, you will go beyond the listings of duties and responsibilities to highlighting accomplishments. Contact the Airman & Family Readiness Center for assistance in preparing or updating your resume.

The time to create a volunteer portfolio is now! Whether you are deciding if you should volunteer or making your commitment to volunteer, gather work history documentation today. Taking a look at the total package could affect decisions you make for your future. You will want to have information on all paid and non-paid employment, education and training, reference letters, work samples, a current resume, etc., all ready when opportunity knocks at your door!

Conclusion

The volunteer workforce at Shaw Air Force Base number in the hundreds. The workforce includes everyone, teens, spouses, active duty to retired, each one contributes to the community in ways that are untold. The quality of life is impacted positively by every hour donated by these dedicated volunteers.

Visit the Airman & Family Readiness Center or log on to 20thFSS.com and visit us there for other volunteer placement opportunities for your consideration. Remember that our goal is to match volunteer needs with employer requests. We pledge to do all we can to find the right assignment for you!

The Airman & Family Readiness Center is ready to assist as you explore volunteer opportunities. We are located 524 Stuart Avenue. Feel free to stop by or make an appointment by calling (803) 895-1253 or fax (803) 895-4748 to discuss options.



We look forward to serving you as you serve the Shaw community