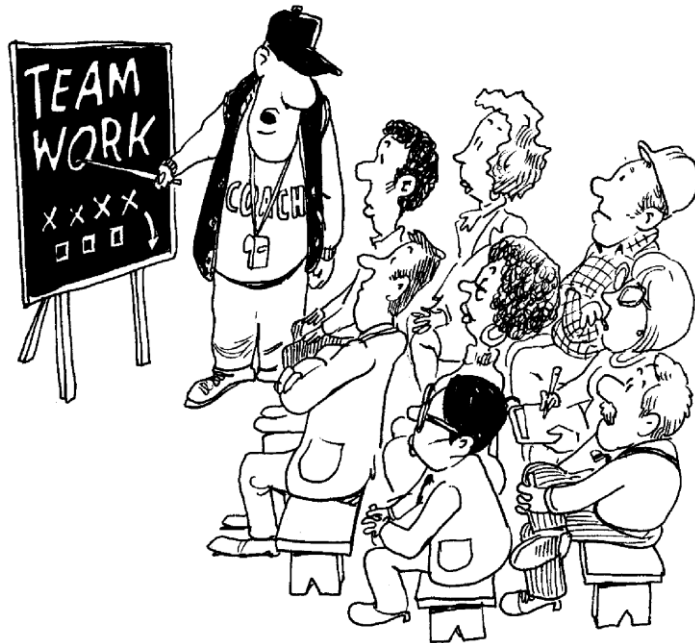


# VOLUNTEER SUPERVISOR'S HANDBOOK



*We look forward to serving you hiring Shaw AFB Volunteers*

# VOLUNTEER ORIENTATION CHECKLIST

Each volunteer who enters your organization should receive a volunteer orientation. Below are areas that should be covered with the volunteer

- ( ) Mission of the organization
- ( ) Chain of command or support, lines of communication
- ( ) How issues are resolved
- ( ) Procedures to follow in the event of an emergency
- ( ) Introduction to staff and co-workers
- ( ) Facilities orientation
- ( ) Designation of a work area
- ( ) Duties of the volunteer, job description, responsibilities
- ( ) Volunteer Hours
- ( ) Establishing a Work Schedule
  - Absences
  - Punctuality
- ( ) Dress code
- ( ) Volunteer training
- ( ) Volunteer Benefits and Recognition
- ( ) Childcare
- ( ) Confidentiality
- ( ) Volunteer Feedback
- ( ) Leaving the Program

REMARKS: \_\_\_\_\_

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I have received instruction and orientation on each of the above topics

\_\_\_\_\_  
VOLUNTEER'S SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SUPERVISOR'S SIGNATURE

\_\_\_\_\_  
DATE

## **VOLUNTEER ORIENTATION**

Proper orientation will familiarize the new volunteer with the agency's goals, objectives and coworkers. If an agency fails to conduct an orientation, the volunteer can request this from the volunteer supervisor or ask the FSC volunteer coordinator to arrange such a briefing.



## **MISSION OF THE ORGANIZATION**

Every organization has a mission. It is important that your volunteer understand your organization's mission. As a supervisor you should have established goals of what you need to accomplish. If you don't know where you are going, it will be hard for the volunteer to help you achieve your goals and your mission. Helping the volunteer understand what it is that you do will help them understand how they fit into the organization.

## **CHAIN OF COMMAND AND SUPPORT LINES OF COMMUNICATION**

Agencies utilizing volunteers must identify a supervisor who is responsible for the day-to-day management and guidance of the volunteer. This person should be available for consultation and assistance on a regular basis and will also be the primary point of contact for the A&FRC. Volunteers should be oriented on the chain of command and how it works in the organization where they are working. Volunteers should know who they can go to for help in your absence. You should appoint a back-up so the volunteer has no question on who to consult when you are not available.

Volunteer and paid staff members are considered to be partners in implementing the mission and programs of the agency with each having an equal but complementary role to play. It is essential that each understand and respects the needs and abilities of the other. In this regard, volunteers should not be assigned to work with a staff person without the consent of that individual.

## HOW ISSUES ARE RESOLVED

Creating an environment that promotes open and honest communication is the key to successful relationships in the office. If a conflict should arise between a volunteer and a paid staff member, the volunteer should be able to come to you for intervention. It is best to resolve a conflict as it arises. Avoiding a conflict may only cause the situation to intensify. When the volunteer and the supervisor have done everything to resolve the situation and problem still exists between paid staff and a volunteer, the FSC may be called upon to intervene. The FSC seek to hold a meeting with all concerned parties to determine how best to settle an issue or conflict.



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will

## PROCEDURES TO FOLLOW IN THE EVENT OF AN EMERGENCY

Volunteers should be familiar with emergency procedures and where to go and how to exit the building in case of a bomb threat or fire drill. Volunteers should also be familiar with any duress plan an organization may have in place. This is especially important if you work in an organization that sees customers and a customer comes into your office and threatens the staff or volunteer. Volunteers should be trained to react to such situations.

## INTRODUCTION TO STAFF AND CO-WORKERS

On the first day, the volunteer should be introduced to the people in the workstation. It is a good idea for the volunteer to not only know the names of the other employees but be familiar with what each employee does. This will be helpful if a customer comes into the work center and asks for a specific service.

## FACILITIES ORIENTATION

Not only should a volunteer be introduced to the staff, but a volunteer should be given a walking tour of the facility. Volunteers should be familiar with the layout of the building. They should know where the bathrooms are, the break areas and other important areas. The volunteer should know the policies and procedures of the workplace. It is also important that they become familiar with the layout of the base and the location of other organizations that you do business with on a regular basis.

## DESIGNATION OF WORK AREA

All volunteers should have a designated work area. The work station shall contain necessary equipment and space to enable the volunteer to effectively and comfortably perform their duties. Volunteers should also be given access to materials to fulfill their duties. Volunteers should be assigned a mailbox/in-box for receipt of information distributed in their absence. It is the primary responsibility of the Supervisor to ensure volunteers receive such information.

## DUTIES OF THE VOLUNTEER, JOB DESCRIPTION, RESPONSIBILITIES

When your organization requested a volunteer, you were asked to fill out a job description outlining the duties that you wanted the volunteer to perform (**Attachment A**). This job description is kept on file at the A&FRC and it is the tool we use to recruit volunteers for your organization. Asking the volunteer to hold a position that is designated for a paid person is illegal. For this reason, it is important to think carefully about what you are asking a volunteer to do. They can assist you in a task but should never be asked to do the job of a paid staff member. Obviously, the things you ask a volunteer to do may not always be on the job description but it should be your goal to follow the job description the best you can. When a volunteer leaves the program, they can use the job description to assist them in composing a resume.

If at any time you wish to update or amend the job description we have on file, just contact the A&FRC to make the adjustments. Making the job description very detailed and allowing for increasing work responsibilities is generally more appealing to volunteers. Most volunteers look for a challenge.



## ESTABLISHING A WORK SCHEDULE

It is important that you sit down with the volunteer and establish a work schedule. Volunteers and supervisors will find that establishing a regular work schedule will be more effective than if the volunteer shows up whenever the mood strikes them. When you know when the volunteer is reporting for work, you can make yourself available for questions and have things for the volunteer to do.

A phone roster should be given to the volunteer with the appropriate phone numbers for emergency situations. Inform the volunteer on how to reach you should they be sick or unable to make it to work. If the volunteer is unsuccessful in making contact with you, they should know who to call next and ask that the information be passed on to you or the appropriate second party.

Also, your volunteer should be instructed to give you advanced notice if they are going on leave. This is very helpful if you are planning the office schedule. In some instances, an office may rely upon volunteers to fill in while other employees take lunch. For this reason, it is important that volunteers understand the importance of punctuality and how they affect the rest of the work center if they are not on time.

## **VOLUNTEER HOURS**

Volunteer agencies should have a mechanism in place for volunteers to record hours. The total number of hours should be submitted for each volunteer on a quarterly basis to the A&FRC. Time sheets can be obtained from the A&FRC. Volunteer hours should be submitted to the A&FRC by the 5<sup>th</sup> day of after each quarter. Volunteer hours can be submitted to the A&FRC in the following ways:

- Hand delivering the hours
- E-mail to the Volunteer Coordinator
- By telephone

Volunteers are given time sheets. Volunteer supervisors are responsible for maintaining regular communication with the A&FRC on the status of volunteers and are responsible for the timely submission of all necessary paperwork. The A&FRC should be informed of any change in the work status of a volunteer. i.e., resignation or failure to show for work for an extended period of time

## **DRESS CODE**

The volunteer represents your organization. How they look, what they say and how they treat people reflects on your organization. Please sit down and establish guidelines on how the volunteer should dress in your office. Obviously, the proper attire should reflect the office for which YOU work.

## **TRAINING**

The A&FRC is available to assist agencies in developing and presenting training and can, upon request, provide training as needed.

The volunteer agency should provide on the-job-training (OJT) for volunteers on a regular basis. Volunteers should receive training in the operation of any equipment needed to do the job.

## BENEFITS AND RECOGNITION

Agencies responsible for volunteers are encouraged to employ on-going methods of recognition throughout the year. These methods of recognition may range from a simple "Thank You" to wing quarterly volunteer recognition. The criteria for internal recognition should be determined by the squadron/agency benefiting from the volunteer service.

Agencies are encouraged to submit nominations for volunteer of the of the quarter.



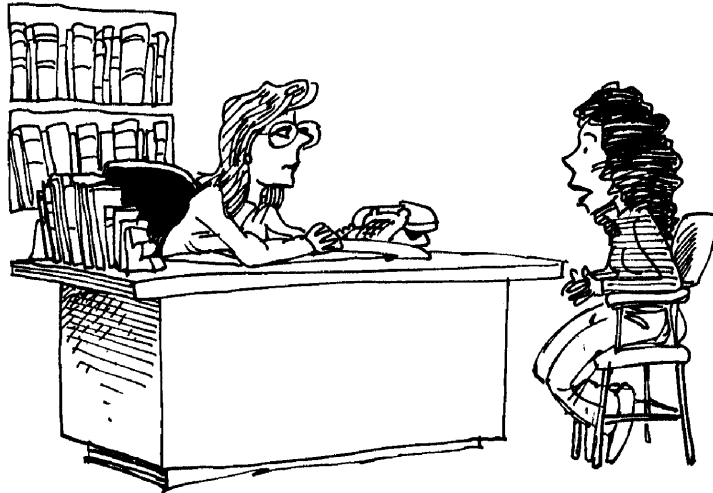
## CHILDCARE

For volunteers registered in the A&FRC volunteer program, free childcare is available. Potential volunteers are responsible for locating and securing a licensed home daycare slot. Up-to-date information on home daycare providers is available through the A&FRC. In order to be approved for childcare, interested volunteers are required to complete the family childcare provider form. This form will must be signed by the Family Childcare Provider, the Family Childcare Coordinator, the Air Force Aid Officer and the Volunteer Coordinator. Volunteers are authorized childcare during the days and hours they are volunteering base on available funding and normally limited to 10 hours per week.

## VOLUNTEER FEEDBACK

Feedback offers both the supervisor and the volunteer a vehicle for input and assessment of goals. The attached form (**Attachment A**) can be utilized should you desire to give your volunteer formal feedback. Volunteers should be working in the office at least 1 month prior to an initial feedback

session. Keep in mind that the feedback form is optional. It is a good idea to discuss this with the volunteer prior to using the feedback form. Remember - volunteers are not getting paid and if they are unhappy with the work you are asking them to do or the working environment, they may quit. That is why it is so important to sit down with them in the beginning and make sure that you and the volunteer come to a mutual understanding of job expectations.



## **LEAVING THE PROGRAM**

If volunteers do not adhere to the rules and procedures of the agency or fail to satisfactorily perform their volunteer assignments, they may be subject to reassignment or dismissal. Supervisors do have the right to fire a volunteer at any time. If you are considering this, please contact the A&FRC first so we are aware of the situation. Possible grounds for dismissal of a volunteer may include but are not limited to: gross misconduct, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or coworkers and failure to abide by agency policies and procedures.

When a volunteer leaves a volunteer position, notice of intent to resign from the position should be given. This should be expressed to the volunteer when they start. Two weeks notice is considered standard practice. Of course, there may be times when a volunteer may not be able to give you two weeks notice. Supervisors should be flexible.

If a volunteer is unhappy with the volunteer position they have selected, they should contact the A&FRC volunteer coordinator to request new placement, and we will do our best to find them a new place to volunteer. Volunteers are instructed to notify their immediate supervisor before they quit.

When a volunteer leaves the program, supervisors should contact the A&FRC (895-1252) and let us know. Communicating this information to us will enable us to recruit you a new volunteer and assist us in keeping our records up-to-date. The volunteer should be instructed to come by our office when they depart. With advanced notice and provided that time sheets have been submitted



to our office on a monthly basis, we would be happy to provide the volunteer with a letter stating the total number hours they have worked during their tenure at Shaw. The volunteer file may be helpful in constructing a resume at a future destination.



## **VOLUNTEER JOB DESCRIPTION SHEET Attachment A**

*Before our office can furnish you with a volunteer, we need specific information on the volunteer responsibilities. It is important that you provide detailed information. This information enables us to supply you with the best volunteer for the position.*

**Today's Date:** \_\_\_\_\_

**Organization Name:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Work Location (Building & Room #):** \_\_\_\_\_

**Organization's Phone #:** \_\_\_\_\_

**Volunteer Job Title:** \_\_\_\_\_

**Hours Needed:** \_\_\_\_\_

**Minimum Weekly Time Commitment:** \_\_\_\_\_

**Maximum Weekly Time Commitment:** \_\_\_\_\_

**Days Needed:** \_\_\_\_\_

**Start Date:** \_\_\_\_\_ **End Date (If temporary):** \_\_\_\_\_

**Duties** *(List the duties of the job. Include both regular and occasional responsibilities. Be specific):*

**Experience Needed** *(Give specific information on special skills, or personal characteristics needed to perform the job. Example Seasonal needs, education, physical demands, customer service skills, typing skills, computer skills, etc):*

**Training Provided** *(Indicate the type of training and the length of time needed for training):*

**If additional room is needed please, add a sheet. Upon completion of this form, you can:**

1. Return it electronically to: family.support@shaw.af.mil
2. Place in an envelope, write the words A&FRC; bldg 1127; Attention: \_\_\_\_\_ send through BITS
3. Delivery to the Shaw A&FRC in building 1127

*If you have additional question about obtaining a volunteer, contact the A&FRC at 895-1252.*

## **VOLUNTEER FEEDBACK FORM Attachment B**

Feedback forms offer both the supervisor and the volunteer a vehicle for input and assessment of goals. Volunteers should be working in the office at least 1 month prior to the initial feedback session.

NAME: \_\_\_\_\_ TODAY'S DATE: \_\_\_\_\_

PLACE VOLUNTEERING: \_\_\_\_\_

EVALUATION PERIOD: \_\_\_\_\_

	UNSATISFACTORY	FAIR	GOOD	EXCELLENT	OUTSTANDING	NOT APPLICABLE
1. Reports for assignments as scheduled	1	2	3	4	5	N/A
2. If unable to report, calls supervisor promptly	1	2	3	4	5	N/A
3. Keeps track of volunteer hours	1	2	3	4	5	N/A
4. Produces quality work	1	2	3	4	5	N/A
5. Displays courtesy, tact and patience	1	2	3	4	5	N/A
6. Asks questions, when in doubt	1	2	3	4	5	N/A
7. Works well with paid staff	1	2	3	4	5	N/A
8. Refrains from office gossip	1	2	3	4	5	N/A
9. Dresses appropriately	1	2	3	4	5	N/A
10. Accepts supervision in a positive fashion	1	2	3	4	5	N/A
11. Finishes tasks in a timely manner	1	2	3	4	5	N/A
12. Seeks opportunities to improve and advance	1	2	3	4	5	N/A
13. Self motivated – upon completing a task, will find other work. Requires little to no direction	1	2	3	4	5	N/A

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date