

CITY OF SAN RAFAEL VOLUNTEER PROGRAM GUIDELINES AND PROCEDURES

All forms and procedures can be found in the Volunteer Program folder at:

<https://intranet.cityofsanrafael.org/hr/default.aspx>

Job Development

- Volunteer Program coordinates with department liaison to develop appropriate job and job description designed to benefit both City and volunteer
- Positions can be ongoing daily, weekly, monthly, or seasonal, special project or for an event

Job Description (Form attached)

- Should provide both the staff and volunteer with expectations and obligations including duties, safety considerations and supervisory responsibilities
- Completed form should be filed with Volunteer Program as well as department involved
- For special events, brief written descriptions of the task(s) suffice. If the Volunteer Program is assisting with recruitment, provide detail about shifts (timing and number of volunteers).

Recruitment

- Job requests will be posted on web sites for the Volunteer Program, VolunteerMatch and The Center for Volunteer and Non Profit Leadership
- A variety of other forms of marketing options may be pursued including developing flyers, soliciting via email and mail, posting in newspapers, etc.
- Departments are urged to do their own outreach as well

Volunteer Qualifications

- Minimum age for a City volunteer is sixteen. Younger volunteers must have a Volunteer Service Agreement signed by their parent before volunteering. Special events tend to work best for younger volunteers and youth groups such as Scouts, supervised on site by an adult.
- If background checks are warranted for the job, then the Department and/or Volunteer Coordinator should obtain one from Police Department Personnel prior to engagement.
- Volunteers who will be *working with* children under the age of 18 must be fingerprinted before the volunteer assignment begins (e.g., Child Care). Department staff must arrange for fingerprinting with the Personnel & Training Manager in the Police Department.

Special Category Volunteers

- *Interns* are students receiving academic credit for volunteer hours that relate to their academic course work. They may be volunteers or paid via stipend or small wage. They often require a project related to their field of study as well as a review by their supervisor.
- *Court referrals* are individuals sentenced by the court to *community service* for traffic or misdemeanor violations (offenses of violent or sexual nature are excluded; departments may stipulate other offenses to be excluded as well). See *Court Referrals* document.

Application (Form attached)

- Please have every new volunteer complete the online application. For ongoing jobs complete the application [at this link](#). For short term events or projects [use this link](#). Hardcopy forms are available. Please enter the information at the links above or forward a copy to the Volunteer Program Assistant.

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Interviews

- The initial interview can be conducted by the Volunteer Program Assistant or experienced Department staff. If the Volunteer Program Assistant takes the lead, then Department staff should conduct a follow-up interview in a timely fashion. The final decision regarding placement should be made ASAP by the Department; the Volunteer Program should be notified of the final decision and start date.

Time Sheet (Form attached)

- Timesheets are the best way to keep track of your volunteer's hours.
- Department staff must send in a record of hours worked by each volunteer on a monthly summary sheet. The Volunteer Program can help you create one if you wish. It is not necessary to submit your individual time sheets.

Orientation

Department liaison should orient their volunteers, including the following, and document on Orientation and Training form:

- Overview of the department, division and/or program and services offered
- Importance of work the volunteer will be doing
- Tour of the physical facility (including refreshments, bathrooms and parking)
- Introductions to staff and their positions
- Policy and procedures relevant to department, including safety precautions

Training and Supervision

Either through a formal training session or on-the-job training, staff should provide:

- A clear and accurate job description that can be flexible with volunteer's abilities
- Establish defined lines of supervision
- Outline specific tasks and expected results
- Provide ongoing feedback to volunteer regarding performance
- Provide the Volunteer Program staff with feedback, suggestions and recommendations

Records

- Volunteer Program will maintain a database of all City volunteers submitted with name, address and contact information, as well as maintaining a quarterly hours summary submitted from each department with hours worked in a dollar amount. The Volunteer Program will submit a report on a quarterly basis to the City Council.
- Report Volunteer hours quarterly. At the end of each quarter the Volunteer Program Assistant sends staff supervisors an email with a link to a Google form for reporting hours. Please respond promptly with combined volunteer hours or if you have none to report, please send an email to report why, if a change has occurred.

Evaluation and Recognition

- Evaluation of the assignment, either formally or informally, should be conducted shortly after placement to enable staff and volunteer to discuss any problems.
- Reward and recognition are especially important and meaningful for volunteers and should be done individually, as well as efforts organized by departments, or citywide. Don't forget to say thank you often and in meaningful ways.

Resources: City of San Rafael Intranet: <https://intranet.cityofsanrafael.org/hr/default.aspx>

San Rafael Volunteers: www.sanrafaelvolunteers.org Volunteer Program Assistant: 415-485-3071