

**Title:** **Volunteer Policy**  
**Date of Current Version:** **March 2019**  
**Replaces Version:** **April 2012**

## **Background**

Volunteers are critical to the ongoing success of The Center. Volunteer opportunities are an important component of Center programming. Meaningful volunteer opportunities offer members and participants the chance to use their personal experiences and talents to address community and Center needs, develop new skills, expand social contacts, and engage in a purposeful role at The Center or in the community. Through these volunteer programs, the individual, The Center, and the community all benefit.

## **Volunteer Policy**

1. Individuals interested in volunteering should submit a volunteer application to The Center. Professional level staff members review volunteer applications, conduct interviews, and assign positions and projects to approved volunteers.
  - a. The Center places an emphasis on selecting a volunteer position that is a good fit for both the volunteer and the organization. To determine the best role for each volunteer, The Center may utilize the following volunteer screening tools: application form, résumé, interview, reference check(s), qualifications check, trial periods, and performance reviews.
  - b. Proof of professional licenses or certifications may be required for certain positions.
  - c. The Center, at its discretion, may conduct a criminal background check.
2. The types of volunteer opportunities offered at The Center are based upon:
  - a. Community needs
  - b. How well the activity complements the mission and vision of The Center
  - c. Activity interests identified by the older adult population
3. Volunteers have a direct, working relationship with the staff and are recognized as co-workers and an integral part of the team. Staff members shall be available to offer appropriate volunteer support as needed.
4. Volunteers are expected to give the same careful attention to their work as paid employees, and may be included in trainings, informational sessions, and meetings that pertain to their work.
5. Each volunteer position shall have a written job description outlining the position's role and responsibilities. Volunteer job descriptions include information about the duties, required skills and experience, training, scheduling, supervision, and evaluation for each position.
6. Unless authorized by the coordinator or designee, all volunteers must be eighteen (18) years of age or older. If the volunteer is under age 16, a parent or guardian must provide written consent.
7. Volunteers are regularly recognized for their contributions to The Center, both formally (e.g. volunteer appreciation events and listing of volunteer names in the annual report) and informally (e.g. verbal and written expressions of gratitude by staff and participants).
8. Volunteer programs are evaluated on an ongoing basis to determine their efficacy in meeting The Center's goals, success in fulfilling volunteer needs and interests, and ability to maintain a viable level of volunteer support.

**Termination**

1. When a volunteer's work performance or behavior detracts from the quality of service offered at The Center, efforts will be made to correct the situation through discussion, training, and/or reassignment. If these efforts are unsuccessful, the volunteer may be terminated.
2. Volunteer positions may be eliminated due to changes in program needs or interest. When a volunteer position is eliminated due to a change in program needs, the volunteer will be offered other available volunteer opportunities and any necessary training.

**Administration**

The Center Coordinator provides oversight of all volunteer programs. Professional level staff members and the operations assistant work closely with volunteers to provide job assignments, training, evaluation, and general support.

Approved by the Senior Center Commission on: April 18, 2019