

Effective Date: July 1, 2013

The City of Margate Volunteer Services Program is intended to provide a mutually beneficial opportunity for volunteers from the community to assist the City by performing services which support the City's mission, vision, and values. Volunteer work is not intended to replace City employees or the work which is regularly performed by City employees; rather, it is a supplement to that effort.

Definitions

A *volunteer* is a person authorized to perform designated support tasks undertaken of one's own free will, without compensation, reimbursement, or legal obligation.

The *Volunteer Coordinator* is a City volunteer designated by the City Manager to perform the following duties:

- Administer the Volunteer Services Program
- Recruit, interview, and screen volunteers
- Assign volunteers
- Assist staff in determining component needs for volunteers
- Maintain volunteer records and monitor progress
- Arrange volunteer schedules
- Provide orientation, training, and guidance to volunteers
- Address issues of any nature involving volunteers

The Volunteer Coordinator reports directly to the Human Resources Director, and the position is a functional responsibility of the Human Resources Department.

Objectives

The objectives of the Volunteer Services Program are to:

- Provide an opportunity for individuals to develop their skills while learning about public service
- Facilitate cost effectiveness in the operations of the City where supplemental volunteer service may fill that need
- Provide a positive experience for volunteers and City employees

Scope of Authority

A volunteer is authorized to act as a representative of the City only within the parameters outlined in this policy and/or as stated during any part of the assignment-related orientation, training, instruction, direction, and guidance received by the volunteer. A qualified individual is authorized to identify himself as a volunteer only. Under no circumstances shall a volunteer represent himself as a City employee in any way. Under no circumstances shall a volunteer provide information orally, electronically, or in writing to any individual regarding City business or activity without the advanced express permission of the Volunteer Coordinator.

Application Process

A Department Director shall determine the need for volunteer services, and shall forward to the Volunteer Coordinator a brief description of the activities to be performed, the expected responsibilities, schedule of days/times, and frequency needed.

The Human Resources Department shall assist the Volunteer Coordinator in managing the volunteer services application process.

An interested individual shall complete a City of Margate Volunteer Services application, a waiver form, and any other applicable documents necessary, and return them to the Human Resources Department or the Volunteer Coordinator.

The Volunteer Coordinator shall arrange any interviews necessary with the requesting department, and assist in selection of a candidate.

The Volunteer Coordinator shall provide Human Resources with the application packet of the successful volunteer candidate, who shall then forward the application packet to the Police Department for a background and records check. Individuals applying for a volunteer opportunity may be subject to additional background checks or qualification requirements, as deemed appropriate by the respective Department Director. Additionally, the provisions of City Ordinance Chapter 15 (Background Checks of Adults Involved in Sports Leagues) Section 8 (c) and (d) shall apply to any individual who applies to serve as a volunteer for an activity that involves more than a passing interaction with a minor. Depending on the type and location of the assignment, a volunteer may be fingerprinted.

The Police Department shall return the volunteer application packet along with the results of the background and records checks, and any additional verification requirements, to the Human Resources Department. The volunteer applicant and appropriate Department Director shall be notified by the Volunteer Coordinator whether the applicant is qualified for further consideration or for selection for volunteer service based on such results.

Onboarding Process

At the sole discretion of the Department Director, a volunteer may be assigned to perform various tasks within the department. Tasks may include, but are not limited to, indoor office tasks, outdoor work, sedentary work, active work, special event work, emergency response, etc.

A volunteer shall not be entitled to or receive any compensation or reimbursement for service, unless otherwise mandated by federal, state, or local employment law.

A volunteer may be photographed for an identification card, which along with any other equipment issued to the volunteer, shall remain the property of the issuing department.

A volunteer shall comply with not only all federal, state, and City ordinances, but also all rules of any other authority that may be applicable. Volunteers shall also be familiar with and shall comply with all general orders, standard operating procedures, and departmental/divisional directives that pertain to one's specific assignment.

A volunteer shall serve at the pleasure of the City Manager. The City retains the right and sole discretion to dismiss a volunteer from any assignment or to reassign a volunteer to another assignment, at any time and for any reason, or for no reason.

Occasionally, an assignment proves to not be mutually beneficial. A volunteer shall immediately discuss any issues or concerns with the Volunteer Coordinator or a supervisor. The Volunteer Coordinator or supervisor shall address and resolve issues or concerns as soon as is practicable, and as appropriate.

A volunteer may choose to terminate an assignment at any time and for any reason, or for no reason. The volunteer should immediately notify the Volunteer Coordinator or a supervisor of that decision as soon as is practicable.

In a matter involving protected civil rights issues, a volunteer shall have the right to speak directly and immediately with any supervisor, the department director, the Volunteer Coordinator, the Human Resources Director, or the City Manager.

Orientation, Training, and Instruction

Volunteers shall attend any applicable orientation, training, and instruction sessions in advance of an assignment as deemed appropriate by the department director or designee. The purpose of any such session is to provide the volunteer with an overview of the City, the department, and the assignment; to explain assignment-related expectations; to review applicable policies and procedures; and to discuss available volunteer positions. A volunteer will perform assigned tasks only after being properly trained to do so.

Appearance, Grooming, and Attire

A neat, professional appearance contributes to the positive impression a volunteer exhibits, and is therefore expected while volunteering for the City. Attire shall be appropriate for the assignment, and shall comply with all City safety standards. The respective department director shall have the discretion to establish all standards for appearance, grooming, and attire as appropriate for the type of work assigned, and also for the conditions/environment in which such assignments shall be performed.