

Volunteer Manual



Our Mission to the Community...

Since 1991 Wesley Community Services fosters and supports seniors and individuals with disabilities seeking to remain in their home for as long as possible.

Introduction

Welcome to Wesley Community Services! Thank you for choosing to serve as a volunteer. Volunteers make a very important contribution to our clients and to the Wesley staff.

This manual has been written to inform volunteers of their rights and responsibilities. Its purpose is to acknowledge the importance of volunteers and to help make them confident members of our team. If you have any questions, please do not hesitate to contact the Volunteer Coordinator.

Volunteer Benefits & Recognition

Benefits:

The benefits of volunteering with Wesley Community Services include:

- Learning and developing new skills
- Gaining valuable work experience
- Personal growth
- Making a difference in the life of seniors and individuals with disabilities
- Parking
- Opportunities to attend Wesley trainings
- A statement of volunteer service, indicating your volunteer period and general activities following three months of reliable, consistent service
- Non-reimbursed mileage to and from volunteer work is tax deductible

The Volunteer Program

The mission of the Volunteer Services Department is to place volunteers in Wesley programs in order to expand and enhance the services that the agency provides to seniors and individuals with disabilities while providing a satisfying service experience.

What is Expected of a Volunteer:

- To be a positive role model
- To treat the clients we serve with dignity, respect and integrity at all times.
- To follow the Council on Aging's Code of Behavior.
- To attend the volunteer orientation.
- To be prompt and reliable in reporting for duty. If you are unable to report in as scheduled, notify your supervisor or assigned staff person as early as possible.
- To complete monthly time sheets in order to keep an accurate record of hours served.
- To protect confidential information and exercise good judgment.

What is Expected of WCS Staff:

- To provide adequate orientation and training to prepare the volunteer for a successful experience.
- To be prepared for the volunteer to work; this includes providing proper supervision, support and workspace.
- To treat the volunteer as a respected member of the work team.

- To maintain accurate records of volunteer hours and service.
- To provide recognition and show appreciation for the contributions of the volunteer on an on-going basis.

The Volunteer Coordinator:

The Volunteer Coordinator is responsible for recruiting, screening and referring volunteers to agency programs. The coordinator acts as a liaison between the volunteers and staff and is available to volunteers should any problems, questions or concerns arise regarding a volunteer position or should a volunteer desire a reassignment. Please feel free to contact the coordinator at any time. The coordinator keeps volunteers and staff informed throughout the year with special mailings and organizes recognition activities.

Program Supervisor:

Volunteers are first responsible to their immediate supervisor. This person is usually someone within a program to which the volunteer has been assigned and is usually available when the volunteer is on duty. The program supervisor is responsible for program specific orientation and training. Questions concerning job duties and scheduling should be referred to the program supervisor.

Acceptance, Classification & Assignment of Volunteers:

Volunteers can be any age, but there are restrictions for volunteers under 18 years of age.

Before you are accepted into the program you must:

- Complete an application
- Interview with the Volunteer Coordinator

All volunteer applicants are considered for all positions without regard to race, color, religion, sexual orientation, national origin, age, marital or veteran status, or the presence of a non-job-related medical condition or handicap.

Generally, a volunteer is anyone placed and engaged in unpaid work on behalf of Wesley Community Services Administrative and Operations staff.

Volunteers may include but are not limited to community members; school, church, social and civic groups; and corporate entities. Volunteer opportunities can be:

- Short-term – one time projects or special events
- Long-term – ongoing, minimum commitment of at least 6 months

Appropriate Behavior

Volunteer assignments will be made in accord with your interests, abilities, and goals and in accord with the needs of Wesley Community Services, which will be the ultimate determining factor. If, in the opinion of the Volunteer Coordinator and/or the Program Supervisor of the

program to which a volunteer is assigned, a volunteer displays conduct that is not in the best interest of Wesley Community Services and its clients, the volunteer may be asked to leave.

Orientation and Training:

Volunteer Orientation is held for new volunteers and is a prerequisite for all volunteer activities. Orientation provides an overview of Wesley Community Services' history, and current operations. Volunteers will receive program-specific training to provide them with the information and skills necessary to perform their volunteer assignment.

Position Descriptions:

Every volunteer should receive a position description that provides a summary of the work and activities to be performed by the volunteer. The position description includes the position title, purpose, qualifications, and responsibilities. Position descriptions are available through the Volunteer Coordinator.

Record Keeping:

The Volunteer Coordinator will maintain information on each volunteer, including positions held, duties performed and personal data, for six months after termination of service. Volunteer records are confidential.

Concerns & Grievances:

As a Wesley Community Services volunteer, we want your experience to be a pleasant one. We encourage an open and honest environment in which any problem, complaint, suggestion or question receives a timely response. The following information should help you:

- As a volunteer, you are directly responsible to the person who supervises your daily volunteer activities, or the Program Supervisor. Please feel free to take any concern to that person. If you are not comfortable with that person you can contact the Volunteer Coordinator.

If the above options are unacceptable please contact the Executive Director at 661-2777.

Fire Safety and Emergency Procedures

When beginning a new volunteer experience, one of the volunteer's first tasks should be to learn the location of fire exits, fire alarms and extinguishers in the area.

Volunteer Policies & Procedures

Attendance:

Volunteering requires a firm commitment. Good attendance is essential as every volunteer has an important job in helping the agency serve clients. Good attendance shows dependability, good work habits and an ability to keep personal issues separate from work. Volunteers are expected to be prompt for their assignments and to sign in and out each day. Volunteers with excessive absences or tardiness may be terminated.

Confidentiality:

Information about clients in Wesley programs is confidential and privileged. This means that only the client has the right to decide whether and to whom information is disclosed. Every volunteer in the agency shall maintain the confidentiality of all clients.

- **Never mention client names outside of the program.**

Dress Code:

Each department establishes its own dress code. Volunteers are expected to follow the guidelines in the department to which they are assigned.

Ethical Considerations and Rules:

In addition to the rules listed below, all volunteers are expected to become familiar with and abide by the Wesley Community Services Code of Ethics.

Safety:

Don't undertake tasks or enter into situations that make you uncomfortable or make you feel unsafe. It's one thing to feel a little anxiety about stretching your wings to try something new. But if you don't feel confident about an assigned task or believe you are being asked to do something without proper training – let someone know about it right away.

Sometimes staff members are distracted or simply oblivious to unsafe situations. If you see a situation that you think is unsafe – talk to your immediate supervisor. Please don't just let it go.

Time Management:

It is imperative that volunteers spend their time wisely. All personal business (i.e. studying, banking, shopping, etc.) should be completed on your own time.

All volunteers have the responsibility to use computer resources in an efficient, effective, ethical and lawful manner. Please limit use except when completing projects directed by staff.

Please limit phone calls to emergencies only.

Conclusion

The information contained in this handbook is intended to guide you during your volunteer service. Thank you for your commitment to Wesley Community Services. We hope your experience will be a rewarding one.

Wesley Community Services
Volunteer Manual Signature Page

I have received a copy of the Wesley Community Services Volunteer Manual and orientation packet. I agree to read the manual as well as the Mission, Values and Ethical Considerations therein. I will adhere to the policies and procedures of Wesley Community Services.

Name (Please Print) _____

Signature _____

Date ____/____/____

For Office Use Only:

Agency Program/Activity/Event:

Length of Service (circle one) : One-Time 3 Months 6 Months Work Study
Other _____