

Board of County Commissioners

Leon County, Florida

Policy No. 19-1

Title:	Leon County Volunteer Services Policy
Date Adopted:	March 12, 2019
Effective Date:	March 12, 2019
Reference:	Section 125.9501, <i>et seq.</i> , Florida Statutes
Policy Superseded:	Policy No. 08-1, “Leon County Volunteer Center Policy and Procedures”, adopted April 8, 2008

It shall be the Policy of the Board of County Commissioners of Leon County, Florida, that Policy No. 08-1, “Leon County Volunteer Center Policy and Procedures”, adopted by the Board on April 8, 2008, is hereby repealed and superseded, and a new policy to be entitled “Leon County Volunteer Services Policy” is hereby adopted in its place, to wit:

I. Purpose

Leon County Government recognizes and commends the efforts and contributions of volunteers who assist the County in providing services and programs to the community. The effective utilization of volunteers requires a planned and organized effort. The purpose of this policy is to provide a framework for the recruitment, screening, training, responsibility, use, and supervision of volunteers by County departments and divisions. This policy is intended for internal management guidance only and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. This policy is adopted pursuant to the authority provided in Section 125.9501, *et seq.*, Florida Statutes.

II. Definitions

Volunteer means a person who, of his or her own free will, provides goods or services to the County without receiving monetary or material compensation. The following is a classification of volunteers who may provide volunteer services to the County:

Regular-service volunteer means a person who is engaged in specific volunteer activities on an ongoing or continual basis.

Occasional-service volunteer means a person who offers to provide a one-time or occasional voluntary service.

Material donor means a person who provides funds, materials, employment, or opportunities without receiving monetary or material compensation from the County.

Intern means a person who volunteers for the purposes of educational or professional interest as part of a formal or informal educational program.

Community service volunteer means:

1. A person who is court-ordered to complete a required number of volunteer hours as a condition of his or her sentence in a criminally charged matter; or
2. A person who needs volunteer hours to meet a scholarship or class requirement for middle school, high school, or college.

Employee volunteer means a Leon County employee who has requested to participate in the Leon County Employee Volunteer Services Program, as defined in the Leon County Human Resources Policies and Procedures manual, or who volunteers to provide volunteer services outside the scope of his or her normal staff duties, his or her work areas, and outside his or her usual work hours.

III. County Responsibilities

- A. *Recruitment* - Volunteers shall be recruited proactively by the County with the intent of broadening and enhancing volunteer involvement in the community.
- B. *Equal Opportunity* - In the recruitment, placement, and retention of volunteers, the County shall comply with all federal, state and other applicable laws prohibiting discrimination, as more particularly described in the Leon County Human Resources Policies and Procedures manual.
- C. *Division of Volunteer Services* - Responsibilities of the Division of Volunteer Services shall include, but not be limited to, the following:
 1. Administering the County's volunteer program;
 2. Developing meaningful opportunities for volunteers;
 3. Ensuring that the County's volunteer program complies with all laws and regulations pertaining to the recruitment, placement, and use of volunteers;
 4. Maintaining and enhancing liaisons with other community partners and programs that utilize volunteers; and
 5. Assisting in community-wide efforts to recognize and promote volunteering.
- D. *Volunteer Services Director* - Responsibilities of the Volunteer Services Director shall include, but not be limited to, the following:
 1. Planning for effective volunteer utilization;
 2. Assisting staff in identifying productive and creative volunteer roles;
 3. Recruiting suitable volunteers; and
 4. Tracking and evaluating the contributions of volunteers to the County.

IV. Volunteer Placement

- A. *Position Description* - Each volunteer assignment, project, or event shall have a written position description. The position description shall set forth the qualifications, duties, and responsibilities of the volunteer position.
- B. *Qualifications*
1. All volunteers shall meet the minimum qualifications for the volunteer position, including the ability and suitability to perform the assigned duties.
 2. *Age* - The minimum age of a volunteer shall be 12 years old, unless otherwise specified in federal or state law.
 3. *Background check investigation* - Volunteers, as required by federal, state, and/or local law, shall be subject to background checks and/or reference checks, the costs of which shall be borne by the County.
- C. *Assignment*
1. When placing a volunteer into a position, attention shall be given to matching the interests and capabilities of the volunteer with the needs and requirements of the volunteer position. A volunteer shall not be placed into a volunteer position unless the requirements of both the volunteer and supervising staff can be met.
 2. A volunteer shall not be assigned a position with the intent to displace a County employee from a paid position. A volunteer position may not replace an employee-held position that is vacant due to leave of absence, retirement, resignation, or termination.
 3. Any requests for a special accommodation pertaining to a volunteer position or assignment should be referred to the Volunteer Services Director.
 4. The duration of the volunteer assignment may be:
 - a. To be completed within a defined period; or
 - b. Ongoing, without a defined end date.
 5. A volunteer assignment, project, or event may be performed by an individual volunteer or by a group of volunteers.

V. Training and Supervision of Volunteers

- A. *Training* - Each volunteer shall be provided sufficient training and instruction to ensure that each volunteer understands his or her role with the County. As appropriate, training shall include, but not be limited to, a review of duties, responsibilities, and expectations of the volunteer position; hours and terms of service; safety procedures; confidentiality; and any other applicable County administrative guidelines. All supervisors must attend a Volunteer Supervisor training class. Training shall be provided annually by Volunteer Services staff.

1. *Identification badge* - The volunteer shall receive training and instruction on wearing and prominently displaying his or her County-issued identification badge while on assignment. The County-issued identification badge shall not be worn when the volunteer is not on assignment.
2. *Confidentiality* - A volunteer shall receive training and instruction on maintaining the confidentiality of all proprietary or privileged information to which he or she has access to while serving in a volunteer position, up to and including confidential information concerning personnel matters, members of the community, or County business.

B. *Supervision*

1. Each volunteer shall have a clearly identified supervisor.
2. The volunteer supervisor shall ensure that the volunteer receives the orientation, training, and supervision necessary to enable the volunteer to successfully complete the assigned duties.
3. The volunteer supervisor shall comply with the policies and procedures provided in the County's Volunteer Supervisor Handbook.
4. The volunteer supervisor is encouraged to provide recognition to those volunteers who have provided outstanding service to County programs.