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More information about the United Way of Volusia-Flagler Counties, including the latest Annual Report can be found only at www.LiveUnitedInVolusiaFlagler.org

United Way of Volusia-Flagler Counties

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Welcome Letter from our President

Greetings and Welcome to Our Team,

On behalf of our exceptional team, welcome to the United Way of Volusia-Flagler Counties, Inc.

This Volunteer Handbook has been prepared to give you a clear picture of the benefits and responsibilities of your service to the United Way of Volusia-Flagler Counties, Inc. and our community. It will also inform you of the policies and procedures that will guide your work and interaction with our stakeholders. We encourage you to read this manual carefully and often. Should there be any items that you do not understand, please consult with your supervisor.

Please pay special attention to the missions, vision and goals of our organization, found in the front of this handbook. We hope that you will be proud of our ambitions and, as a representative of the United Way, will also strive in all that you do to “increase the organized capacity of our community to care for its people.”

Again, welcome to our team.

Sincerely,

A handwritten signature in black ink that reads "Ray Salazar". The signature is written in a cursive style.

Ray Salazar
President, United Way of Volusia-Flagler Counties, Inc.

United Way of Volusia-Flagler Counties – Vision, Mission and Purpose

Vision Statement

The United Way of Volusia-Flagler Counties, Inc. is recognized as the leading coordinator and facilitator of human services. Our organization continually identifies and re-evaluates community needs and assets. We provide the leadership and resources necessary to address those needs. We are accountable through professional management. This generates a sense of pride and satisfaction in knowing that collectively we are making a difference. We accomplish this through on-going communication and education with the community, including donors, agencies, Volunteers and individuals.

Mission Statement

The mission of the United Way of Volusia-Flagler Counties, Inc. is to increase the organized capacity of our community to care for its people.

Purpose

The purpose of the United Way of Volusia-Flagler Counties, Inc. is to increase the organized capacity of our community to care for its people through communication and education with the community including donors, agencies, volunteers and individuals.

Volunteer Policies and Procedures of United Way of Volusia-Flagler Counties, Inc.



SECTION ONE: PURPOSE

The United Way is committed to ensuring that your work environment, experience, and recognition will be personally rewarding and beneficial. Additionally, the United Way is committed to enriching and growing its bank of volunteers to increase the organized capacity of our community to care for its people.

SECTION TWO: POLICY

1. Volunteer Recruitment

You will be given Volunteer Assignment Descriptions which identify the benefits of your service and help match the right Volunteers to the right assignments. Recruitment targets the broadest possible community involvement representing the diverse populations of Volusia and Flagler counties.

A. Volunteer Assignments

- a. You will be given a written description of the Assignment which will provide you, other Supervisors and staff a clear explanation of the responsibilities of the position, and the qualifications needed.
- b. Your Assignments may be individual or group positions and may be long term, short term or one-time events.

B. Volunteer Qualifications

All Volunteers must meet minimum qualifications which are determined through the screening process or the application process. The primary qualifications for your placement are the ability and suitability to perform a task on behalf of the United Way.

- a. Age – The minimum age of a United Way Volunteer is 16 years of age; volunteers may be younger with parental supervision.
- b. Background Investigations – Volunteers may be subject to detailed criminal background checks and/or reference checks. United Way conducts checks on the National Sex Offender Public Records website on all Volunteers.
- c. Equal Opportunity Policy –The United Way must comply with all federal, state, and other applicable laws prohibiting discrimination in employment based on race, color, religion, sexual orientation, national origin, age, or disabled status. Individuals requesting accommodation or accessibility information should contact the United Way.
- d. You may be asked by your Supervisor to complete a questionnaire or application that includes the following questions: Age, Race/Ethnicity, and Education Level Achieved. These questions are asked for grant/reporting purposes only and you may choose not to provide an answer. (Attachment #1)

2. Placing Volunteers

- A. To the extent possible, you will be offered opportunities that match your skills and interests and also serve operational needs. Volunteers will not be assigned to displace any employee from a paid position or a position that is vacant due to retirement, resignation, or termination.
- B. Your placement begins on a trial basis for a period of 30 days. At the end of the trial period, your Supervisor may schedule a meeting to evaluate the extent to which the objectives of both you and the United Way are being fulfilled.
- C. The goal of volunteer placement is to provide a volunteer opportunity beneficial to you, the Volunteer, which fulfills your expectations and goals while also fulfilling the agency operational needs.

3. Supervisors

A Supervisor will be designated to personally support and guide you to complete the assigned tasks successfully and in a manner of excellence. (This supervisor maybe a Volunteer, staff member or the Director of the Volunteer Center of the United Way).

- A. The United Way will provide you with a copy of the “Volunteer Handbook” and will ask that you acknowledge receipt of this Handbook. Volunteers under the age of 18 are required to have the “Agreement to Serve” (Attachment #2) signed by a parent or legal guardian.
- B. Your Supervisor is responsible for ensuring that you understand and helping you comply with United Way policies and procedures. To assist in this effort you will also be provided a copy of the Code of Ethics (Attachment #6).

4. Risk Management and Insurance

You should report any injury or accident immediately to your Supervisor or the Director of the Volunteer Center. Upon learning of an injury or accident, the Supervisor or responsible staff must notify the Director of Administration and/or the President.

A. Risk Management

- (1) You will be given training for the jobs you will be expected to perform, including safety aspects.
- (2) You will not be knowingly exposed to any unnecessary danger of hazards in the workplace and must not perform any functions requiring a license or certification unless you have a current license or certification to do so.
- (3) The United Way does not approve or sanction any form of harassment by other Volunteers, co-workers, Supervisors, management or non-employer related individuals, whether based on race, color, sex, age, religion, national origin, marital status, sexual orientation or veteran status. You should report incidents of harassment immediately to your Supervisor.
- (4) Acts of physical violence, direct or indirect verbal threats, stalking, aggressive or intimidating behavior, or provocation, which could lead to violence, will not be tolerated.
- (5) You will be asked to complete the Sign-In/Out Sheet (Attachment #3) upon arriving and when leaving the United Way for your daily Assignments. You will also be required to sign a Release and Waiver of Liability (Attachment #4) and a Conflict of Interest Policy Agreement (Attachment #7).

5. Evaluating Volunteers

- A. To enhance performance and express appreciation for your contributions, your Supervisor may evaluate your work as a Volunteer. Evaluation procedures should be useful and constructive, motivating you to aim for the highest standards of excellence. Any unsatisfactory performance should be reported to the Supervisor.
- B. Supervisors should provide an Exit Interview (Attachment #5) for a departing Volunteer. Exit interviews enable the United Way to track your satisfaction with the Volunteer experience. Completed forms should be submitted to the Director of the Volunteer Center of the United Way.
- C. If you request, the Supervisor may prepare a letter confirming your position and the number of hours served. The data source will be the Sign In/Sign Out sheets or data source compiled by the United Way Director.

6. Ending the Volunteer Assignment

- A. Your Volunteer assignment may end at any time including when the project is complete, when you have completed the specific time commitment, when you, for any reason, must end your service or when the United Way determines the project or the Volunteer relationship should be terminated.
- B. You should work within the rules set by your Supervisor and the policies and procedures set by the Volunteer Handbook. Volunteers who do not adhere to these rules, policies and procedures or who fail to satisfactorily perform their Volunteer Assignment are subject to dismissal. A Volunteer will be given an opportunity to discuss the reasons for possible dismissal with the Supervisor. Prior to the dismissal of a Volunteer, the Supervisor should seek the consultation and assistance of the Volunteer Center Director and the President.

SECTION THREE: ROLES AND RESPONSIBILITIES OF VOLUNTEERS

- A. To ensure that that the Volunteer Assignment will be a beneficial, positive, and fulfilling experience for you, a written application, screening and follow-up interviewing process may take place to confirm that you meet the minimum requirements for the Volunteer Assignment. The United Way is committed to matching the right individuals to the right positions and encourages all potential Volunteers to provide as much detailed information as possible concerning, for example, their background, skills, experiences, credentials, availability, interests, aspirations, criminal record and any possible relevant constraints. You may also be asked to provide Photo ID (ie Driver's License), Social Security cards, and/or "Green Card" prior to the actual Volunteer Assignment.
- B. You should strive to be punctual arriving at the Volunteer Assignment ready to assist. You should contact the Supervisor in advance of the scheduled assignment for any changes in scheduling.
- C. If the nature of the position or duties of the Volunteer Assignment change substantially from the initial description, you and your Supervisor should ascertain together whether the change will continue to be beneficial to you as well as the United Way.
- D. As a Volunteer, you will maintain strict confidentiality of any information to which you may have access while serving as a Volunteer. You will be required to sign a Confidentiality Agreement (Attachment #9). You are expected to use good judgment, moral character and common sense in the determination of all acts that could violate

good business ethics or cause harm to the organization and/or fellow Volunteers. Such breaches may result in dismissal from the Volunteer Assignment.

- E. Reporting for a Volunteer Assignment under the influence of alcohol, illegal drugs, or a controlled substance without a medical prescription is strictly prohibited and will result in immediate termination of the Volunteer Assignment. Possession and/or use of alcohol, illegal drugs, or a controlled substance while on a Volunteer Assignment is strictly prohibited and will result in immediate termination of the Volunteer Assignment. You will be requested to immediately leave the premises of the Volunteer Assignment site.
- F. You will be expected to use your good judgment and common sense in presenting yourself as "appropriate" for your volunteer position within a professional environment. Personal appearance is a direct reflection on the organization, and should be proper and tasteful at all times. While there are no specific rules regarding a dress code, clothing, hairstyles or personal hygiene should not pose a safety hazard, create an unacceptable appearance, or reflect unfavorably on the United Way. You may be asked to wear a T-Shirt, hat, name badge, etc. identifying you as a Volunteer.