

103.5: Orlando Volunteer Program

Objective:

To recruit, screen, track, train, place recognize and reward citizen volunteers.

Authority:

This policy and procedure approved at City Council December 7, 2020, Item A-6.

Direction:

The Orlando Cares Volunteer Program Coordinator is supervised by the Community Outreach Manager under direction of the Director of the Office of Community Affairs.

Functions:

1. Orlando Cares Volunteer Program

The Volunteer Program Coordinator will:

- a. Recruit, screen, train, place, recognize and reward citizen volunteers in city departments, offices, agencies and activities;
- b. Track and report citizen volunteer hours and their impact;
- c. Coordinate incentives, recognition, and rewards for city volunteers; and

- d. Coordinate efforts with departmental Volunteer Supervisors to share information, develop job descriptions, assign volunteers and report their participation.

2. Special Mayoral Initiatives

- a. Coordinate special volunteer initiatives or projects that address specific needs based on mayoral, departmental, or community recommendations; and
- b. Coordinate special events and/or volunteer efforts to meet timely community needs.

3. Process

a. Requests for Volunteers

City Volunteer Supervisors will submit a clear, complete and current description of the duties and responsibilities of the position which volunteers are expected to fill, including a description of the purpose and duties of the position, a designated supervisor and worksite location, a timeframe for the performance of the position and a listing of position qualifications. This position description will be uploaded to the online volunteer management system. The Volunteer Program Coordinator will review each request for appropriateness, consistency and clarity.

b. Recruitment of Volunteers

The City will proactively recruit volunteers with the intent of broadening and expanding citizen volunteer engagement in city operations. Volunteers will be recruited with a goal of supporting a diverse and inclusive volunteer pool.

c. Eligibility

Interested applicants may apply for a volunteer position by submitting a completed online application using the Orlando

Cares online volunteer portal. Applications will be reviewed on an individual basis by prospective Volunteer Supervisors.

d. Minors

Volunteers aged 14 through 17 must obtain the written consent of a parent or guardian prior to volunteering. The volunteer positions assigned to a minor must be performed in a non-hazardous environment and comply with all applicable requirements of child labor laws.

e. Application Process

Interested candidates who wish to volunteer with the City may apply for a posted position using the Orlando Cares online volunteer portal.

f. Volunteer Screening

Volunteer supervisors will screen and select candidates which meet the requirements of the position. Volunteer screening includes a mandatory criminal background check as described below. If driving is a task for the position, a driver's license and driving record check may be conducted.

g. Background Checks

The type of background check varies depending on the volunteer's role and responsibilities. Candidates for a volunteer position who refuse to submit a criminal background check will be precluded from volunteering with the City. Volunteers may only begin an assignment after a complete background check is conducted and the Volunteer Supervisor advises the volunteer is cleared to begin the assignment. The Volunteer Supervisor will advise the volunteer of the next steps in the application process.

h. Interviewing

Prior to being assigned or placed in a position, all volunteers will be interviewed to determine the suitability and interest in a specific position. The purpose of the interview is to determine the qualifications of the volunteer, commitment to fulfill the requirements of the position, and to answer any questions that the volunteer might have about the position. Interviews may be conducted either in person, telephonically, or virtually.

i. Volunteer Orientation and Placement

Upon placement, the requesting department will conduct a general orientation regarding the purpose of the Department, Division or Office, the specific program, and the requirements of the assigned position. The Volunteer Supervisor may also conduct an orientation session for volunteers.

j. Professional Services

Volunteers may only perform professional services for which currently certified or licensed. A copy of such certificate or license must be maintained in the volunteer's profile in the online volunteer portal.

k. Volunteer Training

Volunteers will receive specific on-site training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be consistent with the complexity and demands of the position and the capabilities of the volunteer.

l. Supervision

- i. Each volunteer who is accepted for a position with the City must have a designated supervisor who is responsible for direct management of the volunteer. The Volunteer Supervisor or designee shall be responsible for the day-to-day management and guidance of the work of

the volunteer and shall be available to the volunteer for consultation and assistance.

- ii. A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid city employee.

m. Maintenance of Records

Service records will be maintained on each volunteer with the City of Orlando, including dates of service, positions held, duties performed, and awards received. Volunteers and designated Volunteer Supervisors shall be responsible for submitting all appropriate records and information to the online volunteer portal. Volunteer personnel records shall have the same confidentiality as employee personnel records where applicable and specifically requested.

n. Staff Volunteer Management Training

City employees who supervise volunteers will receive an orientation training on working with volunteers and using the online volunteer portal. In-service training on effective volunteer utilization will be provided to staff who are involved in volunteer management.

o. Recognition

- i. An annual volunteer recognition event will be conducted to highlight and reward the contributions of City volunteers. Volunteer Supervisors will provide verification of volunteer service, letters of recommendation and references as appropriate.
- ii. Department/division/office Volunteer Supervisors are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year.

p. Volunteer Separation

- i. Volunteers may resign from volunteer service with the City at any time. Volunteers are requested to provide advance notice whenever possible.
- ii. Volunteers who do not adhere to the policies and procedures of the City or who fail to perform their assignment are subject to dismissal. Volunteer Supervisors shall report failures to adhere to policy or failures to perform assignments to the Volunteer Program Coordinator.
- iii. The City Attorney's Office shall be consulted by the Volunteer Program Coordinator at least one day prior to the dismissal of a volunteer. After consultation with the City Attorney's Office, the Volunteer Supervisor will be responsible for taking steps to officially separate the volunteer from City service.
- iv. Electronic door access cards, identification cards, and other property issued to the volunteer will be returned to the Human Resources Department on the last day of service. If an electronic door access card and/or identification card is not returned within 24 hours of resignation or dismissal, the Volunteer Supervisor will immediately notify the Human Resources Department in writing to take appropriate action.
- v. A Volunteer Exit Survey and a thank you letter will be sent to volunteers leaving in good standing.

Forms:

Orlando Cares Online Volunteer Application

Orlando Cares Volunteer Handbook
Orlando Cares Volunteer Supervisor Style Guide

Committee Responsibilities:

None

Reference:

This procedure adopted by City Council April 14, 2003; Amended by City Council December 7, 2020, Item A-6.

Effective Date:

This procedure effective December 7, 2020