

**ORANGE COUNTY SOCIAL SERVICES AGENCY
ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL**

Subject: Guidelines For Volunteer Services

Number: D 34

Approved: *Signature on File*

Date:10/29/13

I. PURPOSE

To expand the guidelines of the existing County of Orange Standard for Utilization of Volunteers Policy so that the maximum benefit of volunteer participation is achieved.

II. POLICY

Social Services Agency (SSA) is fully committed to the utilization of community volunteers to assist with Agency programs in accordance with its goals and mission. Volunteers shall complement the activities and functions of paid staff. They shall not displace a paid worker or be placed as a volunteer in a job vacancy for which funding is available. SSA staff shall utilize volunteers, whenever appropriate, to enhance the delivery of quality services.

III. BACKGROUND INFORMATION

The County of Orange provides many rewarding experiences to volunteers. Volunteers could contribute their talent and energy toward creating comfort, joy, and a sense of stability to those in need. Examples of volunteer opportunities in SSA are available at Orangewood Children and Family Center (OCFC), Child Abuse Service Team (CAST), Operation Santa Claus (OSC), Senior Santa and Friends, and referral to non-directly SSA supervised volunteer opportunities, such as Court Appointed Special Advocates (CASA).

Volunteers are generally recruited through the Orange County Website (<http://media.ocgov.com/gov/volunteer/default.asp>), SSA Website (<http://ssa.ocgov.com>), the Volunteer Services Coordinators, or Human Resource Services (HRS) Manager of Volunteer/Intern Resources. Administrative Services Division Strategic Planning and Public Relations Unit staffs the SSA Volunteer Coordinator who works closely with the HRS Manager of Volunteer/Intern Resources.

IV. PROCEDURE

A. SSA Volunteer Services Coordinator

The SSA Volunteer Services Coordinator shall be responsible for the following:

1. Administers all volunteer opportunities in accordance with the County of Orange 2007 Standards for Utilization of Volunteers (Attachment A) guidelines.
2. Requests completion of SSA volunteer forms (Attachment B, C, and if appropriate Attachment D). Retains the forms as needed.
3. Ensures volunteers understand the applicable policies and procedures of the Agency, particularly the need to protect privileged information.
4. Provides direct supervision or coordinates the supervision of volunteers.
5. Ensures the posting of the County of Orange Volunteer Safety Handbook (Attachment E) and the Employee Safety and Loss Prevention Handbook (Attachment F) on the work area's bulletin board.
6. Coordinates and/or facilitates the monthly Volunteer Orientation sessions (Section IV.C).
7. Coordinates with HRS Manager of Volunteer/Intern Resources on matters related to volunteer guidelines, volunteer opportunities, etc.
8. Prepares and submits annual reports, statistical information (Section IV.D), and provides information as may be required.
9. Maintains the list of Volunteer Services Coordinators assigned at various SSA office locations.

B. SSA On-site Volunteer Services Coordinators

Volunteer Services Coordinators assigned on-site shall be responsible for the following:

1. Implements and/or coordinates with volunteer's supervisor the observance of applicable County and SSA policy and procedures, and any additional guidelines that best serve each site's population.
2. Collaborates with SSA Volunteer Services Coordinator and Division's Program/Administrative Manager when a volunteer expresses interest to volunteer in their division.
3. Ensures that volunteer's supervisor conducts a background check or investigation, interview, orientation, and training of volunteer before the volunteer is assigned to a post.

C. Monthly Orientation- Recruitment of Potential Volunteers

The SSA Volunteer Services Coordinator organizes and facilitates volunteer orientation sessions the last Tuesday of each month (excluding December), from 6:00 PM to 8:00 PM at Conference Room B173/B174, 888 N. Main Street, Santa Ana, CA 92701.

The orientation sessions include information about volunteer opportunities available in Divisions and Programs such as OCFC, CAST, OSC, Senior Santa and Friends, and referral to non-directly SSA supervised volunteer opportunities, such as CASA. Each representative of the organization or a designee presents their services, philosophy, policies and procedures, training, supervision, volunteer's duties, schedule, and other related information.

D. Reports and Statistical Information

The SSA Volunteer Services Coordinator shall prepare annual reports and other statistical information related to SSA volunteer participation, including the number of volunteers, hours worked, duties performed and value of volunteer services. These reports shall be submitted to the HRS Manager of Volunteer/Intern Resources/Board of Supervisors, and other appropriate parties.

V. **ATTACHMENTS**

- A. 2007 Standards for Utilization of Volunteers
- B. Volunteer Data Sheet
- C. Volunteer Guidelines and Provisions
- D. Operation Santa Claus Volunteer Information and Time Log Sheet
- E. County of Orange Volunteer Safety Handbook
- F. Employee Safety and Loss Prevention Handbook