

## Welcome

Welcome to the City of Gresham Volunteer Program. We appreciate your willingness to make this commitment and give your valuable time to the City and your community. So much of what we do would not exist if it weren't for volunteers like you.

We view this volunteer program as a win-win-win opportunity. First, you are helping us provide services that we would otherwise be unable to provide. Second, you are making a valuable contribution to your own neighbors and community. And last, but not least, we are committed to making this a meaningful experience for you. It is our goal to provide you with appropriate training, support and the recognition you deserve for your involvement. If we are not offering you a challenging and rewarding experience, please let us know. We value your input.

Please take the time to read through this handbook. We have tried to cover information that will keep you safe and create a successful volunteer experience. Remember, your safety is of utmost importance to us. If there is something stated here that you do not understand or that concerns you in any way, feel free to call the Volunteer Coordinator for information or clarification at 503-618-2482.

Again, we appreciate your participation in our program and want to make this experience a positive one. Thank you for your involvement in making our community a better place to live.

## Becoming a volunteer

### Application process

You will first be asked to fill out an application and skills survey form. Both tools will enable us to identify volunteer opportunities that closely match your skills and interests. Even if you have special skills that do not relate to your initial volunteer placement, please let us know about them. We have created a Skill Database to track the great things volunteers can do. You just never know when we might find a need for your unique talent.

## Interview

All volunteers will be interviewed by the Volunteer Coordinator. During the interview we will discuss your skills, abilities, interests and availability. We will explore volunteer service opportunities that may best fit your skills and interests. This important part of our process helps us to create the most meaningful volunteer assignment for you.

## References

We ask that you provide two references that we can contact prior to placement in a volunteer assignment. In addition, we will need to verify any special licenses or certificates that you list that may apply to the assignment.

## Position Description

Once we have narrowed down which volunteer assignment you are interested in, you will receive a position description. This description will help you better understand the specific duties and role within the organization. It will also clearly identify the designated supervisor and any special requirements for the position.

## Criminal Records Check

Depending upon the type of volunteer service opportunity you are interested in, a criminal background check or Department of Motor Vehicle check may be required. You will be given a supplemental form to sign.

## Placement

We want to take great care in finding the best fit for you in our volunteer organization. Our selection process is somewhat lengthy and thorough; however, we feel it is important to get it right the first time.

## Training

You will be given an orientation to the program and specific training for the position to which you are assigned. This will provide you an overview of where you will be working, your duties and responsibilities and who your supervisor will be. It also gives us a chance to answer any questions. Our goal is to give you the tools to be both successful and happy in your volunteer assignment. We will periodically offer additional training opportunities that you are encouraged to attend.

## The Day to Day

### Safety

Your safety is our utmost concern. Immediately report any dangerous situation and do not participate in any activity that could be harmful to you. We want you to act only within your skill level, ability and authority. In some situations, a volunteer may not be the best person to provide a service. It is very important that volunteers work only within their area and level of training.

### Confidentiality

There may be times when you come in contact with personal, sensitive or privileged information about other volunteers, citizens or staff. If you are unclear as to whether the information may be confidential, discuss it with your supervisor. It is important to maintain a level of privacy for those with whom we serve and work. Failure to maintain confidentiality may result in termination of your service as a volunteer.

### Recording volunteer hours

Whenever you are working in your volunteer capacity, we ask that you keep track of the time you put in. You will receive volunteer time sheets, and it is important that you return them to your Volunteer Coordinator by the 5th day of each month. We keep track of your volunteer time so that we can recognize you for your valuable contribution to the community, as well as using your volunteer time as a "match" when writing grants to support our programs.

### Keeping our database current

If, at any time, you change your phone, address, email or any other pertinent information, please keep us informed. We are maintaining an extensive database and want to make sure it is current so that we can contact you for training and recognition events.

### Feedback

If at any time you are unhappy with your volunteer assignment, please let us know. If you do not feel that you can discuss it with your supervisor, you are

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always welcome to make an appointment with the ONCE Manager. If this is not a good placement for you or if you are having problems with employees or other volunteers, tell us. Remember, one of our goals is to make this a meaningful experience for you. Each volunteer will be asked to participate in an annual evaluation/survey. This is an opportunity to give us feedback on our performance.

## Recognition

To show our sincere appreciation for your contribution to our community, we will hold an annual Volunteer Recognition Event. You will be recognized as a valuable member of our team and hopefully, have some fun, too.

## Absenteeism

If you are not able to make it to your volunteer assignment, please contact your supervisor as soon as possible. You are a valuable "team" member and we may need to find an alternate volunteer, temporarily, to help during your absence. If you are not feeling well, stay home and take care of yourself. Your health and well-being are important to us.

## Service

All volunteers serve at the sole discretion of the City. Volunteer service can be terminated at any time without cause. If you are advised your service is no longer needed you will immediately return any equipment and/or program ID given to you.

## Volunteer conduct

Volunteers may not be under the influence of drugs or alcohol while participating in a volunteer assignment. Volunteers may not engage in theft, misuse of equipment, mistreatment of others, a breach of confidentiality, misconduct or other inappropriate behavior or unlawful. This handbook, along with the volunteer position description, provides clear guidance on program expectations. If you have any questions regarding the expectations, ask the supervisor or ONCE Manager.

## **We hope you never leave, but...**

### Resignation

If you decide to resign from your volunteer position, we ask that you give us as much notice as possible. It may be difficult to replace you on short notice and that may put a strain on the department, staff and other volunteers.

### Exit interview

You will be asked to attend a short exit interview if you decide to resign from your volunteer position. It is important to know why you are leaving, and how we might be able to improve our program. We value your input and want to give you the opportunity to express your views. This will help us better serve our volunteers and the community in the future. At that time, you will also be expected to return any equipment or special identification given to you through our volunteer program.

## **Office of Neighborhoods & Community Engagement (ONCE)**

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