



PROVIDER'S LOGO

Volunteer Management Policy & Procedure Manual

(PROVIDER'S NAME)
Volunteer Management Policy & Procedure Manual
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(PROVIDER'S NAME)
Volunteer Policy and Procedure

Policy: Volunteer Recruitment
Approved By:

Date Developed:
Date Revised:

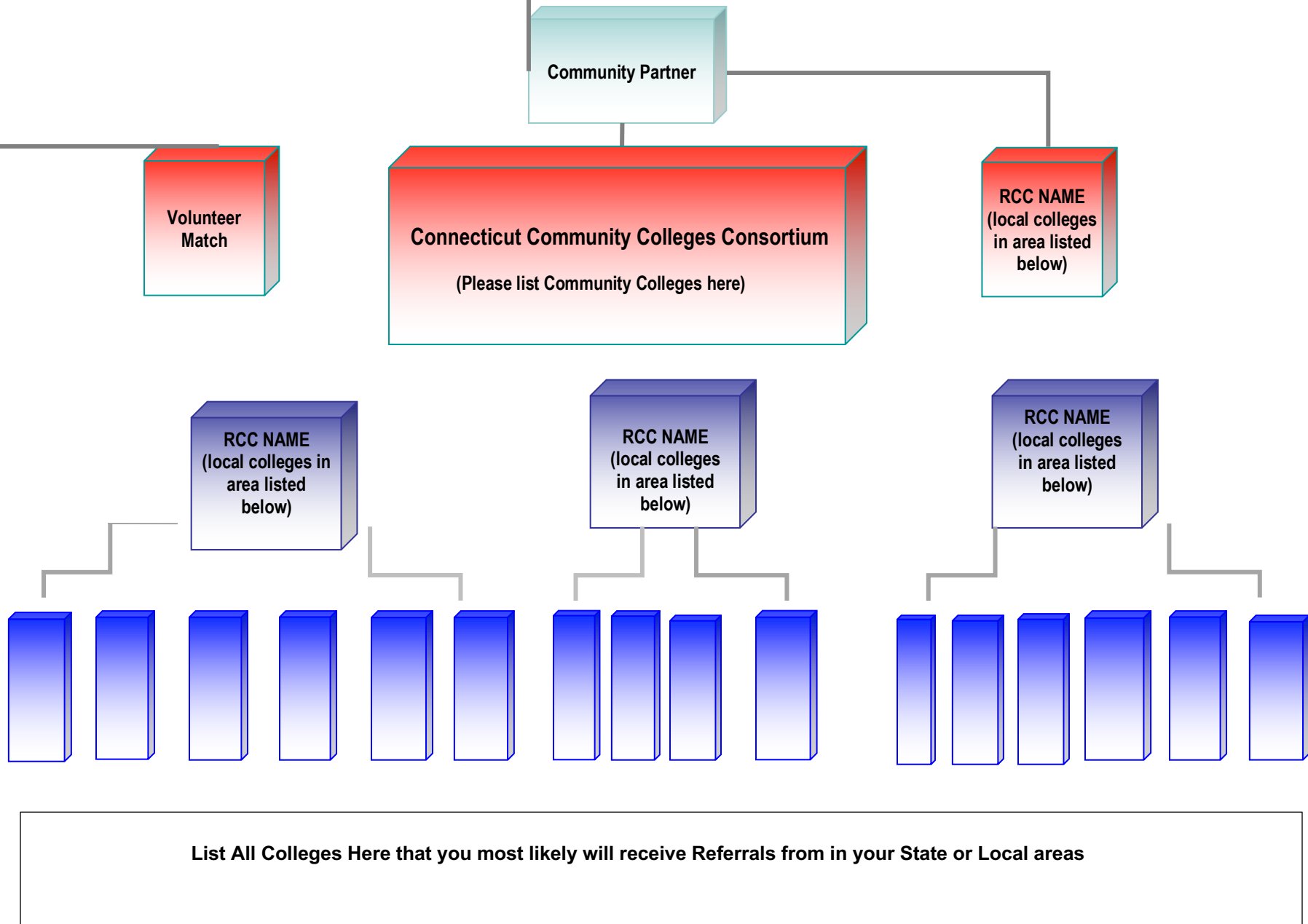
Policy: Recruit community members by offering interesting and meaningful assignments to promote volunteerism within **(PROVIDER'S NAME)** local communities.

Recruitment may be initiated through community presentations at businesses and providers, peer support groups housed at service provider venues, and outreach to academic institutions.

Procedure: **(EDIT THIS SECTION BELOW)**

1. Recruitment may be facilitated by **(PROVIDER'S NAME)** staff, volunteers, or a combination of both.
2. Volunteer facilitators adhere to procedure set forth by **(PROVIDER'S NAME)** staff and/or recovery community center staff.
3. Facilitators summarize the mission of **(PROVIDER'S NAME)** and speak to the participants on the advantages of becoming a **(PROVIDER'S NAME)** volunteer based on their own experiences that may also include: giving back to the community, strengthen their recovery capital, and opportunities to learn more skills.
4. Facilitator(s) may run an All Recovery Meeting (ARM) at service provider venue. Any volunteer run meeting must be approved and supervised by **(PROVIDER'S NAME)** staff.
5. Recovery Community Center staff may recruit students through work study programs, internships, school events, academic professors and specialized programming. Students adhere to the same policy and procedure as volunteers and are afforded the same benefits and privileges (see Intern Agreement).
6. Volunteers (as facilitators) may shadow **(PROVIDER'S NAME)** staff during formal PowerPoint presentations to businesses and providers, providing personal testimony when asked.
7. Presenters may offer materials such as TRS applications, **(PROVIDER'S NAME)** brochures, and Recovery Community Center calendars. Presenters are also encouraged to highlight the date and time of the next Volunteer Orientation training in their area, inviting the audience to attend.

Community and College Websites for Volunteers



(PROVIDER'S NAME)
Volunteer Policy and Procedure

Policy: Volunteer Recruitment
Approved By:

Date Developed:
Date Revised:

Policy: To welcome all visitors and phone inquiries for volunteering while providing multiple avenues for engagement.

Procedure: **(EDIT THIS SECTION BELOW)**

1. When prospective volunteers call the Recovery Community Center (RCC), or come into **(PROVIDER'S NAME)**, the receptionist or staff member greets them and thanks them for their interest. The script for prospective volunteers is: "Thank you for your interest in volunteering at **(PROVIDER'S NAME)**. Volunteers are an important part of the mission of **(PROVIDER'S NAME)**."
2. The volunteer or staff summarizes the mission of **(PROVIDER'S NAME)** and speaks to the visitor/caller about the advantages of becoming a **(PROVIDER'S NAME)** volunteer based on their own experiences that may also include: building their own recovery, giving back to the community, keeping their resume current, and learning more skills.
3. The volunteer or staff may describe the different volunteer positions available.
4. The volunteer or staff may give a tour of the RCC and ask visitor about their interest in volunteering. Staff should encourage the potential volunteer to sign up for Telephone Recovery Support, attend some All Recovery Meetings, and visit the center for a bit so see how it operates
5. The volunteer or staff gives the visitor an application. They provide the next date for the volunteer orientation and explain that it will last approximate two hours. (Volunteer Managers schedule a monthly orientation, and may schedule additional ones as needed.)
6. For phone inquiries: volunteer may forward caller to the Volunteer Manager's direct line or direct caller to **(PROVIDER'S NAME)** website for accessing a volunteer application, provide fax number, Volunteer Manager email, and offer next date for the Volunteer Orientation.

(PROVIDER'S NAME)
Volunteer Policy and Procedure

Policy: Application
Approved By:

Date Developed:
Date Revised:

Policy: To ensure smooth processing and quick follow up for all returned applications.

Procedure: **(EDIT THIS SECTION BELOW)**

1. Volunteer Managers field all applications that are received through **(PROVIDER'S NAME)** administrative offices; these are entered into **(VOLUNTEER MANAGEMENT DATABASE)** once the potential volunteer has returned for engagement with the Volunteer Manager. The VM will note at the top of the application where the application came from (through the VM or the VPM or the Center Manager) and the date it was entered into the system – each entered application is put inside a folder. The VPM sends the consent form for background checks to Charter Oak. The VM will email applicants and send them a calendar. The VM will keep the applications of potential volunteers who do not return for follow up.
2. Applications received from **(PROVIDER'S NAME)** website or community referrals may include **(PROVIDER'S NAME)** cover letter.
3. VM contacts applicant and invites them to attend Volunteer Orientation, if they have not yet done so.
4. VM checks applications and ensures that they are complete and readable, requests valid mailing address for future recognition events, and confirms background check form is complete (with Social Security number and email – consent forms without these will not be added to **(VOLUNTEER MANAGEMENT DATABASE)** until the applications are complete).
5. VM keeps volunteer applications alphabetized on file.
6. Charter Oak runs a background check if the applicant returns for a training or volunteering. Background check form should be shredded by VM immediately after being submitted to Charter Oak.
7. VM calls non-processed applications as an opportunity to re-engage potential volunteers.
8. VM shreds any applications that are unreachable or are no longer interested.

(PROVIDER'S NAME)
Application for Volunteer Service

Site: (circle one): **(LIST CENTER LOCATIONS HERE)**

NEATLY PRINT Name:

Last First MI
Address:
Street City/Town Zip Code
If this is a temporary address, please note your anticipated address below, or contact (PROVIDER'S NAME) when you move.
Anticipated Address:
Street City/Town Zip Code
Telephone: (Home) _____ (Mobile) _____

E-Mail Address _____ Date of Birth _____ / _____ / _____

How did you hear about **(PROVIDER'S NAME)**? _____

Skills Checklist: (Please check only those areas in which you are experienced)

_____ Administration	_____ Advocacy	_____ Arts & Crafts
_____ Computers	_____ Custodial	_____ Entertainment
_____ Events/Recreational	_____ Leadership	_____ Marketing
_____ Peer Support	_____ Public Relations	_____ Receptionist
_____ Vocational Support		

Please Check Day(s) available: Specify Mornings _____ Afternoons _____ or
Evenings _____
Mon _____ Tues _____ Wed _____ Thurs _____ Fri _____ Sat _____ Sun _____

Do you agree to a background verification? Yes _____ No _____

Race: (circle one)

Caucasian
African American
Hispanic/Latino
Asian American
Indian/Alaska Native
Native Hawaiian/Pacific Islander
Other

Ethnicity (circle one)

Puerto Rican
Cuban
Mexican
Other Hispanic
Other Non-Hispanic

Education (Circle one)

Non-High School Graduate
High School Diploma/GED
Some College
Associate's Degree
Bachelor's Degree
Master's Degree

Household Income (Circle one)

Are you a

0 - \$5,000

veteran?

\$5,000 - \$10,000

(Circle one)

\$10,000 - \$15,000

\$15,000 - \$20,000

\$20,000 - \$30,000

Employment Status (Circle one)

Employed Full Time (35+ hrs/week)

Employed Part-Time (<35 hrs/week)

Unemployed (looking for work)

Unemployed (disabled) Yes No

Retired

\$30,000 - \$50,000 over \$50,000

If this is Community Service, note the hours you need: _____

If you are currently a student, please note your school: _____

Year of studies: _____ Major(s):

Signature _____ Date:
(Prospective Volunteer)

To be filled in by Volunteer Manager: Date of Volunteer Orientation _____ / _____ / _____

(PROVIDER'S NAME) does not discriminate on the basis of race, color, national or ethnic origin, sex, age, religion, or disability.

(PROVIDER'S NAME)
Volunteer Services Background Verification Disclosure
(EDIT THIS SECTION BELOW)

A significant number of **(PROVIDER'S NAME)** volunteers have arrest records, so having a record will not necessarily keep you from being accepted as a **(PROVIDER'S NAME)** volunteer. If you have any serious charges, such as assault or a sexual offense, or a recent serious charge, such as a felony, the Volunteer Coordinator and/or Volunteer Manager will discuss this with you in an effort to make a good volunteer match.

The background information that I supply in connection with my Volunteer Services application will be verified by **(PROVIDER'S NAME)**, by it or its agents including First Advantage Volunteer Screening, and mutual associations to ensure that the information that I provide is accurate in every way. The information to be verified includes all information supplied on any application form or resume, and information provided in any conversation or interview with any employee of **(PROVIDER'S NAME)**. This may include discussions with references (personal or business) that I provide.

I authorize **(PROVIDER'S NAME)** and its agents to conduct a thorough inquiry into all areas deemed necessary in order to participate in this program. I authorize full disclosure of information to **(PROVIDER'S NAME)** and its agents, including First Advantage Volunteer Screening. This information includes employment, educational, criminal, and motor vehicle records, professional license/certification verification, personal references, and public record information. I agree that such information is reasonably related to my application for Volunteer Services. I understand the information provided by First Advantage Volunteer Screening to **(PROVIDER'S NAME)** will be used to validate information given on my Volunteer Services application and I authorize such use. I do not hold First Advantage Volunteer Screening or **(PROVIDER'S NAME)** liable for its use.

I specifically release former employers, criminal information repositories and courts, schools, law enforcement agencies, local, state and federal administrators, personal and professional references, certifying agencies, insurance companies, mutual associations or persons from any liability so they may freely and completely respond to any inquiry relating to my application for Volunteer Services within **(PROVIDER'S NAME)**.

I have reviewed this form, understand the intent of its authorization and release, and give my full consent for disclosure of information referenced above. A photocopy of this release will be as valid as the original, although the photocopy does not contain an original writing of my signature.

PRINT Name (Last, First, Middle Initial): Previous legal name(s), if any

Social Security Number: _____ - _____ - _____ Date of Birth: _____

Email address _____

Current Street Address: City State Zip Code
of years

Signature

A copy of your record will be mailed directly to you, from First Advantage. If you wish to have this record mailed to an address other than the one you provided above, please note the preferred mailing address here:

Preferred Mailing Address Code	City	State	Zip
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VOLUNTEER LOCATION (please circle one): (*LIST CENTER LOCATIONS HERE*)

IMPORTANT – In order to ensure confidentiality, we ask that you place this signed form in an envelope and seal it before giving it to the Volunteer Coordinator. If you are applying online, please mail it directly to **(*PROVIDER'S NAME*)** Central with your application. Upon completion of the background check, the form will be shredded by the Volunteer Manager.

(PROVIDER'S NAME)
Volunteer Policy and Procedure

Policy: Volunteer Orientation
Approved By:

Date Developed:
Date revised:

Policy: To ensure smooth processing and quick follow up for all returned applications. To introduce **(PROVIDER'S NAME)**'s policies and procedures, programming, and commitment requirements to visitors who are considering **(PROVIDER'S NAME)** as a volunteer site.

Procedure: **(EDIT THIS SECTION BELOW)**

1. Volunteer Manager schedules a Volunteer Orientation at least once a month or as needed (applications are either filled out prior to the meeting or are filled out off site and brought with them).
2. Information packet includes: cover sheet check list and sign off, **(PROVIDER'S NAME)** volunteer mission and core values, summary of policy and procedures, summary of volunteer position descriptions, summary of volunteer professional development trainings, confidentiality agreement, code of ethics agreement,
3. VM explains minimum commitment of **(ENTER VOLUNTEER HOUR MINIMUM REQUIRED)**. VM goes over orientation packet, has volunteer sign various forms, and organizes the volunteer folder.
4. The following forms are part of the permanent record: the application, the interview/orientation documentation sheet, the confidentiality agreement and code of ethics.
5. On completion of the Volunteer Orientation, VM either schedules a meeting or meets with applicant right there for screening, placement, and scheduling. This includes putting the volunteer's name on the wipe-erase schedule board, if applicable.
6. The VM keeps the signed originals (pages 1 and 9 through 11) in the volunteer's file, and gives the volunteer copies of the signed materials as well as the non-signed materials (pages 2 through 8).

(PROVIDER'S NAME)
Volunteer Program
Interview/Information Session Documentation

This document acknowledges that _____
Name
attended an interview/information session on _____.
Date

The following information that was discussed and/or received.

_____ Commitment (minimum time required)
_____ Confidentiality
_____ **(PROVIDER'S NAME)** Mission and program history
_____ Code of Ethics given to prospective volunteer
_____ Discussion of available positions
_____ Background Check discussed and signed
_____ Application completed and reviewed
_____ Policy and Procedure Agreement

Placement will be made following the background check. These signed forms become part of the volunteer's permanent file and the prospective volunteer gets copies for his/her file.

Signature _____ Date: _____
(Prospective Volunteer)

Signature _____ Date: _____
(Staff Person)

Put this signed original in the volunteer's file and give volunteer a copy.

((*PROVIDER'S NAME*))
Vision and Mission Statements

Vision Statement

(Enter your organization's vision statement here)

Mission Statement

(Enter your organization's mission statement here)

(Organization's Name)

Volunteer Mission

(Enter your organization's Mission)

Core Values

(Enter your organization's core values)

(PROVIDER'S NAME) VOLUNTEER INFORMATION SESSION

GENERAL INFORMATION

We are happy that you have decided to volunteer for **(PROVIDER'S NAME)**. The volunteer program is a vital component to our mission. In order to make your volunteer service as meaningful as possible, we have provided the following information to welcome you to our team.

RECORDING YOUR VOLUNTEER TIME:

(ENTER YOUR POLICY HERE)

EXAMPLE: VOLUNTEERS SHOULD ENTER HOURS ON TIMESHEETS DAILY

VOLUNTEER RECOGNITION AND BENEFITS:

(LIST YOUR BENEFITS OF BEING A VOLUNTEER HERE)

EXAMPLE: ONGOING TRAINING OPPORTUNITIES PROVIDED

COMMITMENT:

(ENTER YOUR POLICY HERE)

EXAMPLE: WE ASK VOLUNTEERS TO COMMIT TO 3-6 HOURS PER WEEK OF VOLUNTEERING SO THAT WE CAN PROVIDE FULLY STAFFED SERVICES.

BACKGROUND CHECK:

(ENTER YOUR POLICY HERE)

EXAMPLE: EACH VOLUNTEER WILL BE ASKED TO COMPLETE A SIGNED BACKGROUND CHECK DISCLOSURE FORM PRIOR TO VOLUNTEERING.

NOTIFICATION OF ABSENCE:

If you cannot report on the day you are scheduled to volunteer, please call the **(PROVIDER'S NAME)** office where you are scheduled to volunteer. If you do not call in when unable to attend your assignment, three unexcused absences will be considered a lack of interest and will result in termination of your volunteer service.

ILLNESS:

(ENTER YOUR POLICY HERE)

INSURANCE COVERAGE:

(ENTER YOUR POLICY HERE)

DRESS CODE:

(ENTER YOUR POLICY HERE)

SMOKING:

(ENTER YOUR POLICY HERE)

SAFETY POLICY:

(ENTER YOUR POLICY HERE)

DRUG FREE WORKPLACE POLICY:

I. (ENTER YOUR DRUG FREE WORKPLACE POLICY HERE)

SEXUAL HARRASSMENT:

(ENTER YOUR SEXUAL HARRASSMENT POLICY HERE)

PROVIDER'S NAME) Volunteer Position Description Summary

- **Telephone Recovery Support**
Call participants at regular scheduled intervals to provide support, connect people with resources and expedite an intervention when relapse occurs.
- **RCC Receptionist**
Provide customer service by attending to the needs of phone inquiries, requests, center visitors, volunteers and directing them to proper resources or individuals.
- **Peer Group Volunteer**
Act as a model of recovery for the recovery center. Facilitate **(PROVIDER'S NAME)** meetings in an organized manner.
- **Vocational Support**
Assist and provide support for recoverees' computerized vocational needs such as e-mails, resumes, cover letters, job search, and online applications.
- **Center Operations & Maintenance**
Perform light custodial & housekeeping duties. Assist in maintaining a clean and orderly center and grounds.
- **Administrative Support**
Assist and support **(PROVIDER'S NAME)** staff in a variety of administrative, clerical, and fill-in duties. This includes assisting with social media, such as Facebook.
- **Greeter**
Act as a model of recovery for the recovery center. Shows visitors around the Recovery Community Center and provides an overview of **(PROVIDER'S NAME)** and all RCC activities.
- **Recovery Coach**
Interest in promoting recovery by working as a personal guide and mentor for people seeking or in recovery.
- **Community Relations**
Act as a liaison by promoting **(PROVIDER'S NAME)** Recovery Community Center programs and activities in the community through one or more of the following: distribute and monitor literature, organize presentations, speak with service providers, provide positive faces of recovery to the public, and participate in state boards or committees. Advocates for the recovery community by putting a face on recovery at the local or state level.
- **(PROVIDER'S NAME) Events Position**
Act as a liaison by promoting **(PROVIDER'S NAME)** Recovery Community Center programs and activities. Put a face on recovery during local fundraising and community events.
- **Social & Community Committee**
To assist in the development, maintenance, and progress of Recovery Community Center activities

Volunteer Professional Development Summary

Information Session

One-hour weekly presentation that provides an overview of **(PROVIDER'S NAME)**'s vision, mission, and policy. Acquaints visitors with various volunteer positions and professional development opportunities.

Volunteer Orientation Training

Two-hour comprehensive training that teaches skills new volunteers can use while volunteering at **(PROVIDER'S NAME)**. Participants discuss their personal experience with volunteer work and how they can use those experiences to represent **(PROVIDER'S NAME)**. The training uses activities and PowerPoint slides to practice responses to situations.

Telephone Recovery Support (TRS)

Two-hour training that provides an overview on telephone recovery support and assistance for individuals in recovery from alcohol and other drugs. The training uses PowerPoint, activities, and roleplays to show volunteers how to provide referral resources, show empathy and praise in the recovery progress, and maintain confidentiality.

Peer Facilitation

A two-hour training that teaches volunteers how to facilitate **(PROVIDER'S NAME)**: All Recovery Meetings, workshops, and any other educational groups. Participants will practice proven communication and group techniques using hands on activities.

Resolving Conflict

A two-hour training that provides volunteers with basic skills for resolving conflicts that may occur between themselves and other volunteers or while volunteering for **(PROVIDER'S NAME)**. The training includes hands on activities to practice how to de-escalate or resolve situations that have occurred at the Recovery Community Centers.

Volunteer Professionalism

A two-hour training that explores ways to create and maintain the positive, welcoming and helpful atmosphere of a Recovery Community Center. This training assists volunteers with making the RCC a sanctuary where people can find (and give) support to others.

(PROVIDER'S NAME) Ambassador

A one-hour training that provides new volunteers with a brief overview of **(PROVIDER'S NAME)**'s history. Coaches new volunteers on how to represent **(PROVIDER'S NAME)** at the centers, in the community, and in their own words.

Power of Our Stories

A one-hour training that includes a video from Faces and Voices of Recovery. The training teaches recoverees how a brief and focused story can be powerful by incorporating talking points to teach others about recovery. Participants practice their story with the group and receive feedback. Participants learn how they can use their own experiences to make an impact when talking with media, legislators and other community leaders.

Receptionist

A one-hour overview that focuses on telephone etiquette and customer service skills. Training includes practice roleplays on how to assist **(PROVIDER'S NAME)** visitor's with various needs.

Recovery Coach Academy (RCA)

A week-long training that teaches volunteers how to become recovery coaches. Admission includes a scholarship process, sustained volunteer commitment and hours, and approval by **(PROVIDER'S NAME)** Center staff.

(PROVIDER'S NAME)
Confidentiality Agreement

I understand that while in my volunteer position at the ((**PROVIDER'S NAME**)), I may have access to confidential information. Confidential information includes but it is not limited to printed information, whether generated manually or by automated means, oral communications and information stored and accessible by electronic facilities. Information includes protected health information, financial transactions, business strategies, software systems, human resource and payroll information, corporate records and correspondence.

I acknowledge that this information is private and must be kept confidential.

I agree to access information and related systems in a manner consistent with my approved volunteer job function and for conduct of work related to my assignment only.

I understand a member's right to confidentiality of health information is protected by Connecticut State statutes, federal laws and the policies and procedures of (**PROVIDER'S NAME**).

I understand that if I violate a member's right to privacy and confidentiality, I may be subject to civil or criminal legal action and/or termination from my volunteer position.

I will not share confidential information except as required by (**PROVIDER'S NAME**)'s policies and procedures and only within the legitimate scope of my volunteer position with (**PROVIDER'S NAME**).

I understand that this restriction is in force at all times in all locations of (**PROVIDER'S NAME**) and its affiliates.

In summary, I am familiar with and agree to uphold and enforce (**PROVIDER'S NAME**)'s confidentiality policies and procedures at all time. This confidentiality pledge will survive the termination of my volunteer service at (**PROVIDER'S NAME**).

Volunteer Signature

(**PROVIDER'S NAME**) Affiliate (location)

Print Name

Put this signed original in the volunteer's file and give volunteer a copy.

(*PROVIDER'S NAME*) Code of Ethics

CONDUCT

(Please enter CONDUCT bullet points)

RESPONSIBILITY TO PEOPLE IN RECOVERY

RESPONSIBILITY TO THE ORGANIZATION

I agree to abide by this code.

Signature _____

Date _____

Put this signed original in the volunteer's file and give volunteer a copy.

(PROVIDER'S NAME)
Policy and Procedure Agreement

I, _____, have attended the **(*PROVIDER'S NAME*)**
Volunteer
(Print Name)

Informational session and understand the ((**PROVIDER'S NAME**)) guidelines, policies and procedures for working as a (**PROVIDER'S NAME**) volunteer. I understand that while in my volunteer position at the ((**PROVIDER'S NAME**)), I must abide by the rules, policies, and procedures. I understand that if I violate the policies and procedures that my volunteer service may be terminated.

Volunteer Signature

Volunteer Manager

Print Name

Date _____

Date _____

Put this signed original in the volunteer's file and give volunteer a copy.

(PROVIDER'S NAME)
Volunteer Policy and Procedure

Policy: Interview, Screening, and Placement

Date Developed:

Approved By:

Date Revised:

Policy: All prospective volunteers (and volunteers changing assignments) are screened and processed following the same procedure in order to provide continuity to the program, security and safety to our members and fair and equitable consideration to our prospective volunteers.

Placement will be made without regard to race, sex, orientation, religion, disability, or national origin.

Procedure:

(ENTER YOUR PROCEDURE HERE)

EXAMPLE: ALL VOLUNTEERS MEET IN PERSON WITH THE VOLUNTEER MANAGER BEFORE AGREEING TO ATTEND VOLUNTEER ORIENTATION TO DISCUSS INTERESTS, EXPERIENCE, VOLUNTEER ROLES, EXPECTATIONS, AND COMMITMENT REQUIREMENTS.

(PROVIDER'S NAME)
Volunteer Policy and Procedure

Policy: Community Service
Approved By:

Date Developed:
Date Revised:

Policy: All potential volunteers who come to **(PROVIDER'S NAME)** looking to fulfill Community Service obligations are screened and processed following the same procedure as volunteers in order to provide continuity to the program, security and safety to our members and fair and equitable consideration to our prospective volunteers. The following procedures will be carried out with Community Service volunteers in addition to the previously stated procedures for volunteers.

Placement will be made without regard to race, sex, orientation, religion, disability, or national origin.

Procedure:

1. All inquiries for Community Service at **(PROVIDER'S NAME)** should be directed to the Volunteer Manager, who will keep track of those performing Community Service at all the centers. The VM will enter the application and follow-up (by phone or email) to confirm the applicant's information and Community Service requirements (number of hours and deadline), and to inform the applicant of the process.
2. If the VM accepts the Community Service application, he/she attends the Volunteer Orientation and either meets directly with the VM for interview and placement or schedules a future meeting.
3. VM conducts interview and reviews the applicant's reasons for wanting to be placed at **(PROVIDER'S NAME)**, as well as discussing the legal events that brought the applicant here. The VM should explain the process: it includes a Volunteer Orientation, and we have numerous possible volunteer roles. If an applicant needs to complete a large number of hours in a short time (for example, 100 hours in three weeks), then perhaps **(PROVIDER'S NAME)** is not the best Community Service assignment, as volunteers needed to be properly trained before they can begin to accrue hours. Also, if a potential Community Service volunteer lacks the skills for our volunteer roles, or is not motivated to be trained for our roles, then they should seek placement with another organization.
4. The VM will schedule a start date and training for successful candidates. The VM will confirm date with the volunteer to let them know when they are starting, who will be training them and where to meet their trainer. Community Service volunteers must attend a Volunteer Orientation, even if they are going to be assigned the role of Center Operations and Maintenance.

5. Expectations for Community Service volunteers are the same as the expectations for regular **(PROVIDER'S NAME)** volunteers. Any volunteer role is available to a Community Service volunteer, as long as he/she completes the proper training.
6. Once the required hours are completed, the VM will write the volunteer a letter confirming the completion of those hours. If the volunteer needs that letter immediately, the VM may complete the letter using the template: name of volunteer, hours completed, duties performed, and start and end dates.

(PROVIDER'S NAME)
Volunteer Policy and Procedure

Sample Interview Questions

(PROVIDER'S NAME) staff use open-ended questions for creating a comfortable space for the potential volunteer as well as for matching the volunteer's experience to a comparable position.

Samples of Interview Questions are listed below.

Motivation for Selecting our Agency

Is there anything you would like to know about **(PROVIDER'S NAME)** before we get started?
What brought you to **(PROVIDER'S NAME)**?
How do you think **(PROVIDER'S NAME)** can help you?
What do you hope to gain from this experience?

Skills and Knowledge

What are your strengths?
What types of work have you done before?
What position would you like to do and why?

Personal Values, Beliefs and Standards

What are your current priorities?
How do you know when you have done a good job?

Ability to Make Decisions

What made you decide to become a volunteer?
Tell me about a recent decision you made?
How did you make that decision?

Emotional Stability

Tell me about a time you had a disagreement with someone.
How did you handle that?

(PROVIDER'S NAME)
Volunteer Program Policy and Procedure

Policy Transportation
Approved by:

Date Developed:
Date revised:

Policy: **(PROVIDER'S NAME)** Volunteers will not transport anyone in any motor vehicle as part of his or her volunteer work.

Procedure:

1. All **(PROVIDER'S NAME)** Volunteers agree not to transport other volunteers, **(PROVIDER'S NAME)** members or **(PROVIDER'S NAME)** staff in any motor vehicle while working in their volunteer position.
2. There will be no volunteer positions authorizing or requiring any volunteer to transport another person as part of the function, duties or responsibilities associated with any position.

***(PROVIDER'S NAME)* Volunteer Position Description**

Summary

- Telephone Recovery Support
Call participants at regular scheduled intervals to provide support, connect people with resources and expedite an intervention when relapse occurs.
- RCC Receptionist
Provide customer service by attending to the needs of phone inquiries, requests, center visitors, volunteers and directing them to proper resources or individuals.
- Group Volunteer
Act as a model of recovery for the recovery center. Facilitate ***(PROVIDER'S NAME)*** meetings in an organized manner.
- Vocational Support
Assist and provide support for recoverees' computerized vocational needs such as e-mails, resumes, cover letters, job search, and online applications.
- Center Operations & Maintenance
Perform light custodial & housekeeping duties. Assist in maintaining a clean and orderly center and grounds.
- Administrative Support
Assist and support ***(PROVIDER'S NAME)*** staff in a variety of administrative, clerical, and fill-in duties. This includes assisting with social media, such as Facebook.
- Greeter
Act as a model of recovery for the recovery center. Help to oversee the Recovery Community Center when RCC staff are otherwise engaged.
- Recovery Coach
Interest in promoting recovery by working as a personal guide and mentor for people seeking or in recovery.
- Community Relations
Act as a liaison by promoting ***(PROVIDER'S NAME)*** Recovery Community Center programs and activities in the community through one or more of the following: distribute and monitor literature, organize presentations, speak with service providers, provide positive faces of recovery to the public, and participate in state boards or committees. Advocates for the recovery community by putting a face on recovery at the local or state level.
- ***(PROVIDER'S NAME)*** Events Position

Act as a liaison by promoting **(PROVIDER'S NAME)** Recovery Community Center programs and activities. Put a face on recovery during local fundraising and community events.

- Social & Community Committee

To assist in the development, maintenance, and progress of Recovery Community Center activities.

Volunteer Position Description

Position: Telephone Recovery Support Volunteer
Reports to: Volunteer Manager

Date Created:
Date Revised:

Basic Function: Call participants at regular scheduled intervals to provide support, connect people with resources and expedite an intervention when relapse occurs.

Qualifications: *(LIST QUALIFICATIONS FOR POSITION BELOW)*

Duties and Responsibilities:

- Maintain the atmosphere of the recovery center.
- Provide telephone recovery assistance and support for individuals in recovery from alcohol and other drugs.
- Follow protocols, documentation and training procedures.
- Determine recoverees' use and nonuse status.
- Maintain and uphold boundaries to protect you and the recoveree from harm.
- Provide referral resources for assisting participants with their recovery.
- Show empathy and praise recovery progress.
- Maintain confidentiality.

Training: Required: *(LIST TRAININGS HERE)*
Advanced: *(LIST ADDITIONAL TRAININGS NEEDED HERE).*

Volunteer Position Description

Position: RCC Receptionist
Reports to: Volunteer Manager

Date Created:
Date Revised:

Basic Function: Provide customer service by attending to the needs of phone inquiries, requests, center visitors, volunteers and directing them to proper resources or individuals.

Qualifications: *(LIST QUALIFICATIONS FOR POSITION BELOW)*

Duties & Responsibilities:

- Maintain the atmosphere of the recovery center.
- Practice general etiquette when answering phones, greeting visitors, and assisting volunteers and staff.
- Carry out all front desk responsibilities and keeps area clean and organized.
- Greet and welcomes visitors and volunteers, making sure they sign in.
- Refer visitors to correct **(PROVIDER'S NAME)** staff member.
- Handle detoxification transportation for individuals seeking help.
- Answer phones, transfers calls, and provides information and resources for inquiries.
- Work with center staff as needed while at desk.

Training: Required: *(LIST TRAININGS HERE)*
Advanced: *(LIST ADDITIONAL TRAININGS NEEDED HERE).*

Volunteer Position Description

Position: Group Volunteer
Reports to: Volunteer Manager

Date Created:
Date Revised:

Basic Function: Act as a model of recovery for the recovery center. Facilitate *(PROVIDER'S NAME)* meetings in an organized manner.

Qualifications: *(LIST QUALIFICATIONS FOR POSITION BELOW)*

Duties & Responsibilities:

- Maintain the positive, welcoming and supportive atmosphere of the recovery center.
- Act as a peer to others by modeling center guidelines.
- Prepare materials for meetings.
- Assist in recruiting participants.
- Uphold recovery-oriented focus.
- Coordinate schedule of meetings.

Training: Required: *(LIST TRAININGS HERE)*
Advanced: *(LIST ADDITIONAL TRAININGS NEEDED HERE).*

Volunteer Position Description

Position: Vocational Support
Reports to: Volunteer Manager

Date Created:
Date Revised:

Basic Function: Assist and provide support for recoverees' computerized vocational needs such as e-mails, resumes, cover letters, job search, and online applications.

Qualifications: *(LIST QUALIFICATIONS FOR POSITION BELOW)*

Duties & Responsibilities: *(EDIT THIS SECTION BELOW)*

- Teach visitors how to set up and use an email account.
- Offer suggestions and assist recoverees to navigate job search web sites.
- Guide recoveree through on-line employment application process.
- Assist recoverees to develop personalized cover letters.
- Help recoverees develop electronic resumes. Show recoverees how to access their resumes during online job search.
- Coach recoverees in basic computer function and email etiquette.

Training: Required: *(LIST TRAININGS HERE)*
Advanced: *(LIST ADDITIONAL TRAININGS NEEDED HERE).*

Volunteer Position Description

Position: Center Operations & Maintenance
Reports to: Volunteer Manager

Date Created:
Date Revised:

Basic Function: Perform light custodial & housekeeping duties. Assist in maintaining a clean and orderly center and grounds.

Qualifications: *(LIST QUALIFICATIONS FOR POSITION BELOW)*

Duties & Responsibilities: *(EDIT THIS SECTION BELOW)*

- Work with staff to keep a running inventory of restroom, janitorial, and center supplies. Check in supply orders and stock.
- Maintain restrooms in a clean and sanitary condition.
- Replenish deodorizers, toilet tissue, and soap as required.
- Vacuum and/or sweep floors.
- Empty and/or clean wastebaskets and other trash containers in the area (smoking) and properly disposing of garbage.
- Monitor cleanliness and appearance on center grounds.
- Wipe down tables and surfaces at end of shift.

Training: *Required: (LIST TRAININGS HERE)*
Advanced: (LIST ADDITIONAL TRAININGS NEEDED HERE).

Volunteer Position Description

Position: Administrative Support
Reports to: Volunteer Manager

Date Created:
Date Revised:

Basic Function: Assist and support (**PROVIDER'S NAME**) staff in a variety of administrative, clerical, and fill-in duties.

Qualifications: (**LIST QUALIFICATIONS FOR POSITION BELOW**)

Duties & Responsibilities: (EDIT THIS SECTION BELOW)

- Perform clerical duties as assigned including: copies, computer work, filing, faxes, and postal/mail duties
- Regular communication with (**PROVIDER'S NAME**) staff member for assignments.
- All Recovery Meeting: make announcements, find a chair or chair the meeting, and send around the sign in sheet.
- Show first-time visitors around the center.
- Keep the coffee and snack table neat. Stock center supplies as needed.
- Assist manager and coordinator when needed.

Training: Required: (**LIST TRAININGS HERE**)
Advanced: (**LIST ADDITIONAL TRAININGS NEEDED HERE**).

Volunteer Position Description

Position: Greeter
Reports to: Volunteer Manager

Date Created:
Date Revised:

Basic Function: Acts as a model of recovery for the recovery center. Greets people who are new to the center, shows them around, tells them about our calendar and meetings and events, and connects them to the various resources and volunteers at the center.

Qualifications: *(LIST QUALIFICATIONS FOR POSITION BELOW)*

Duties & Responsibilities: (EDIT THIS SECTION BELOW)

- Provide center hospitality to include: showing visitors around the center, explaining *(PROVIDER'S NAME)*'s mission and vision, explaining *(PROVIDER'S NAME)* programs and volunteer opportunities, and connect visitors to recovery supports in the center, as well as to other volunteers (such as Recovery Coaches).
- Encourage visitors to focus on their recovery potential and their individual pathways to recovery. Maintain the atmosphere of the recovery center.
- Act as a peer to others by modeling center guidelines and safety codes.
- Well versed on all resources and trained in all *(PROVIDER'S NAME)* peer support services.
- Ability to resolve center conflicts should they arise.

Training: Required: *(LIST TRAININGS HERE)*
Advanced: *(LIST ADDITIONAL TRAININGS NEEDED HERE).*

Volunteer Position Description

Position: Recovery Coach
Reports to: Volunteer Manager

Date Created:
Date Revised:

Basic Function: Interest in promoting recovery by working as a personal guide and mentor for people seeking or in recovery.

Qualifications: *(LIST QUALIFICATIONS FOR POSITION BELOW)*

Duties & Responsibilities:

- Recognize and assist recoverees with individual needs; linking recoveree to resources and services.
- Guide recoverees to focus on their recovery potential and their individual pathways to recovery.
- Provide support with recoveree's goals and objectives.
- Preserve the atmosphere of the recovery center and recovery-oriented focus.
- Uphold ethical responsibilities in performing duties.

Training: Required: *(LIST TRAININGS HERE)*
 Advanced: *(LIST ADDITIONAL TRAININGS NEEDED HERE).*

Volunteer Position Description

Position: Community Relations and Outreach
Reports to: Volunteer Manager

Date Created:
Date Revised:

Basic Function: Act as a liaison by promoting **(PROVIDER'S NAME)** Recovery Community Center programs and activities in the community through one or more of the following: distribute and monitor literature, organize presentations, speak with service providers, provide positive faces of recovery to the public, and participate in state boards or committees. Advocate for the recovery community by putting a face on recovery at the local or state level. Reach out to people in the community who might benefit from **(PROVIDER'S NAME)**'s recovery support services.

Qualifications: ***(LIST QUALIFICATIONS FOR POSITION BELOW)***

Duties & Responsibilities:

- Perform outreach to community where recoverees receive services (e.g. hospitals, treatment centers, social service agencies, etc.)
- Advocate **(PROVIDER'S NAME)** peer support services to recoverees in the community.
- Act as a **(PROVIDER'S NAME)** ambassador by telling your story to service providers, hospitals, and institutions.
- Assist staff with **(PROVIDER'S NAME)** presentations to organizations, agencies, and community representatives.
- Participate in **(PROVIDER'S NAME)** activities at the local and state level as well as state boards and committees.
- Put a positive face on recovery to peers and the public.

Training: Required: ***(LIST TRAININGS HERE)***
Advanced: ***(LIST ADDITIONAL TRAININGS NEEDED HERE)***.

Volunteer Position Description

Position: *(PROVIDER'S NAME)* Events Volunteer
Reports to: Volunteer Manager

Date Developed:
Date Revised:

Basic Function: Act as a liaison by promoting *(PROVIDER'S NAME)* Recovery Community Center programs and activities. Put a face on recovery during local fundraising and community events.

Qualifications: *(LIST QUALIFICATIONS FOR POSITION BELOW)*

Duties & Responsibilities

- Assist in the organization and execution of tasks involved with *(PROVIDER'S NAME)*'s Recovery Walks! Event.
- Put a face on recovery at center sponsored events.
- Represent *(PROVIDER'S NAME)* at community events through the distribution of literature and one-on-one conversation.
- Organize and help centers in local fundraising efforts.

Training: Required: *(LIST TRAININGS HERE)*
Advanced: *(LIST ADDITIONAL TRAININGS NEEDED HERE).*

PROVIDER'S NAME)
Volunteer Policy and Procedure

Policy: Volunteer's First Day
Approved By:

Date Developed:
Date revised:

Policy:

To provide a welcoming environment and atmosphere on the prospective volunteer's first day at ***(PROVIDER'S NAME)***. Staff ensure volunteer is clear on commitment, training, and timesheets. Volunteer Manager (VM) will ensure volunteer information is in database.

Procedure:

(ENTER YOUR VOLUNTEER'S FIRST DAY PROCEDURES HERE)

(PROVIDER'S NAME)
Volunteer Policy and Procedure

Policy: Background Check
Approved by:

Date Developed:
Date revised:

Policy:

To provide **(PROVIDER'S NAME)** with the information required to successfully screen and place qualified volunteers. To promote a smooth relationship with the out-sourced agency.

Procedure:

(ENTER YOUR BACKGROUND CHECK PROCEDURES HERE)

(PROVIDER'S NAME)
Volunteer Program Policy and Procedure

Policy: Volunteer Scheduling & Timesheets
Approved by:

Date Developed:
Date revised:

Policy:

(PROVIDER'S NAME) depends on volunteers to fulfill the mission and provide service to individuals in recovery from alcohol and drugs and asks volunteers to follow through on their scheduling commitments.

(PROVIDER'S NAME)'s funding and accomplishments are directly related to the number of people reached in our peer support services as well as documented volunteer hours. Volunteers and staff provide a check and balance for volunteer hours to be categorized in **(PROVIDER'S NAME)**'s database system.

Procedure:

(ENTER YOUR VOLUNTEER SCHEDULING AND TIMESHEET PROCEDURES)

EXAMPLE: NO SHOW VOLUNTEERS- A MEETING IS SCHEDULED WITH THE VM ON THE IMPORTANCE OF ATTENDANCE AND ENGAGEMENT FOR RECOVERY AND VOLUNTEER RELIABILITY); AFTER THREE MONTHS OF INATTENDANCE AT THE RCC FOR SCHEDULED VOLUNTEERING, A VOLUNTEER IS DEEMED INACTIVE IN THE VOLUNTEER MANAGEMENT SYSTEM).

Name of Volunteer: _____

[illegible]

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Volunteer Program Policy and Procedure

Policy: Volunteer Trainings

Approved by:

Date Developed:

Date revised:

Policy:

To fulfill the mission of **(PROVIDER'S NAME)** and provide an environment where volunteers can both contribute to, and learn, **(PROVIDER'S NAME)** provides volunteers with orientation and various levels of training.

Procedure:

(ENTER YOUR PROCEDURE HERE)

EXAMPLE: On-going: VM runs "job hours report" in Better Impact to see which volunteers need specific trainings.

Volunteer Professional Development Summary

Volunteer Orientation Training – required of all volunteers

This comprehensive training that provides an overview of **(PROVIDER'S NAME)**'s vision, mission, and policy. Acquaints visitors with various volunteer positions and professional development opportunities.

Telephone Recovery Support (TRS)

This training that provides an overview on telephone recovery support and assistance for individuals in recovery from alcohol and other drugs. The training uses PowerPoint, activities, and role-plays to show volunteers how to provide referral resources, show empathy and praise in the recovery progress, and maintain confidentiality.

Receptionist

This training is an overview that focuses on telephone etiquette and customer service skills. Training includes practice role-plays on how to assist **(PROVIDER'S NAME)** visitors with various needs.

Peer Facilitation

This training that teaches volunteers how to facilitate **(PROVIDER'S NAME)** All Recovery Meetings, workshops, and any other support or educational groups. Participants will practice proven communication and group techniques using hands on activities.

Effective Communication

This training will allow participants to recognize the types of relationships that present the most challenges, some common barriers to effectively communicate, and what behaviors we default to when misunderstandings occur. It includes interactive activities to help us identify ways to improve the way we communicate in our relationships.

Volunteer Professionalism

This training that explores the culture of a Recovery Community center and reviews the vision, mission and values of **(PROVIDER'S NAME)**. Volunteers also discuss "Stay In Your Lane" and some basics in customer service.

(PROVIDER'S NAME) Ambassador

This training that provides new volunteers with a brief overview of **(PROVIDER'S NAME)**'s history. Coaches new volunteers on how to represent **(PROVIDER'S NAME)** at the centers, in the community, and in their own words.

Power of Our Stories

This training that includes a video from Faces and Voices of Recovery. The training teaches recoverees how a brief and focused story can be powerful by incorporating talking points to teach others about recovery. Participants practice their story with the group and receive feedback. Participants learn how they can use their own experiences to make an impact when talking with media, legislators and other community leaders.

Recovery Coach Academy (RCA)

This is a week-long training that teaches volunteers how to become recovery coaches.

Admission includes a scholarship process, a minimum of 100 volunteer hours, and a willingness to dedicate an additional 50 recovery coaching hours within a 90-day period following the RCA.

Volunteer Training Requirements

[illegible]

(PROVIDER'S NAME)
Volunteer Program Policy and Procedure

Policy: RCA Scholarship Guidelines
Approved by:

Date Developed:
Date Revised:

Policy:

(PROVIDER'S NAME) provides scholarships for current **(PROVIDER'S NAME)** Volunteers to increase the capacity at the centers for quality, reliable Recovery Coaches. As **(PROVIDER'S NAME)** sets the bar of what makes a high-quality Recovery Coach, each RCC is encouraged to submit scholarship applications for only those individuals that are reflective of the **(PROVIDER'S NAME)** model, mission and vision.

Attendance at a **(PROVIDER'S NAME)** Recovery Coach Academy does not necessarily make someone a **(PROVIDER'S NAME) Recovery Coach**. It simply means that they have completed the **(PROVIDER'S NAME)** RCA. In order to serve as a **(PROVIDER'S NAME)** Volunteer Recovery Coach, a volunteer must be vetted by the Volunteer Manager.

Procedure:

(ENTER YOUR RCC SCHOLARSHIP REQUIREMENTS AND PROCEDURES HERE)

EXAMPLE: 100 HOURS OF RECOVERY COACH TRAINING NEEDED TO APPLY

Scholarship Application:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Cell Phone: _____

Email Address: _____

Step 1

Please circle the RCC you volunteer at:

(LIST RCC LOCATIONS HERE)

Are you an active volunteer in good standing? ☐ Yes ☐ No:

Total number of hours volunteered at **(PROVIDER'S NAME)**: _____

If less than 100 hrs., please explain: _____

Step 2

Please provide the dates of the six Recovery Coach Performance Support Sessions you have attended:

Session 1: _____

Session 2: _____

Session 3: _____

Session 4: _____

Session 5: _____

Session 6: _____

Step 3

☐ I have attached a resume and personal statement.

☐ I have attached two reference letters from people outside of the **(PROVIDER'S NAME)** organization.

Signature: _____ Date: _____

For office use only:

Rec'd by VM: _____ Hours verified _____

☐ Approved Notice to applicant (date): _____

*****Please note that all requests must be made at least 30 days in advance*****

(PROVIDER'S NAME)
Volunteer Program Policy and Procedure

Policy: Program Effectiveness: Boundaries
Approved by:

Date Developed:
Date revised:

Policy:

To provide boundary management policy between **(PROVIDER'S NAME)** staff and volunteers. Some boundary issues are black and white while others will be governed through decision making guidelines.

Procedure:

1. Living arrangements: staff having volunteers or recoverees from RCC move into their homes, with or without rent payments.
2. Loaning money to volunteers / borrowing money from volunteers.
3. 12 step sponsorship relationships between staff and volunteers.
4. Transportation to personal appointments; providing rides home; providing rides to 12 Step meetings – on and off work hours.
5. Sexual relationships between staff and volunteers – guidelines for when SO's volunteer at RCCs; guidelines for expectations around initiation of dating relationships.
6. Family members as volunteers in RCCs – guidelines around supervision, training and support.
7. Guidelines around personal relationships like friendships when staff is in supervisory roles.
8. Guidelines for 12 step meeting attendance: when is it appropriate for staff to attend meetings together outside of work? Staff and volunteers?
9. Guidelines for staff related to inviting volunteers to attend personal events and/or parties.
10. Guidelines for staff when invited to outside, personal event or party hosted by volunteers.
11. Guidelines for financial / business situations between staff and volunteers.
12. Guidelines for staff in providing personal phone numbers/ home address to volunteers.
13. Guidelines for staff in monitoring alcohol and drug usage on site in RCCs.

14. Staff participation and/or facilitation in ARMs.

(PROVIDER'S NAME)

Volunteer Program Policy and Procedure

Policy: Decision Making Guidelines

Date Developed:

Approved by:

Date revised:

Policy:

To provide a check list of questions ***(PROVIDER'S NAME)*** staff can ask themselves to guide the process of boundary management with volunteers and at Recovery Community Centers.

Procedure:

(ENTER YOUR PROCEDURES HERE)

***(ENTER QUESTIONS THAT WILL HELP A VISITOR MAKE THE DECISION OF
WANTING TO BECOME A VOLUNTEER HERE)***

***EXAMPLE: WHAT ARE YOUR MOTIVES?
HOW IS HELPING OTHERS CONTRIBUTING TO MY RECOVERY JOURNEY?***

(PROVIDER'S NAME)
Volunteer Program Policy and Procedure

Policy: Volunteer Recognition
Approved by:

Date Developed:
Date revised:

Policy:

Volunteers are an important resource to **(PROVIDER'S NAME)** and our ability to meet our mission to the addiction recovery community. To thank our dedicated core of volunteers and to provide recognition for the work they do, the staff at **(PROVIDER'S NAME)** will provide both educational and recognition opportunities each calendar year.

Procedure:

**(ENTER YOUR PROCEDURES AND EVENTS TO RECOGNIZING VOLUNTEERS
HERE)**

Ideas for Recognizing (PROVIDER'S NAME) Volunteers as a part of our Daily Activities

- Create a smart list of volunteer clean dates and birthdays in **(VOLUNTEER MANAGEMENT DATABASE NAME HERE)**.
- **(LIST YOUR MONTHLY RCC VOLUNTEER RECOGNITION EVENTS)**
- **(LIST YOUR QUARTERLY RCC VOLUNTEER RECOGNITION EVENTS)**