



# CASA GRANDE ALLIANCE

Casa Grande Alliance

## Volunteer Handbook

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# Volunteer Policies & Procedures Manual

## Mission, Vision and Commitment

Our *Mission* is to build partnerships and work together to prevent substance misuse and violence among youth and adults.

Our *Vision* is to be a catalyst for developing a healthy, safe and drug-free community. Our goal is to bring drug prevention into every business, home, and heart in Casa Grande.

Our *Commitment* is to Prevention – The process of enabling people to increase control over, and to improve, their wellbeing. It moves beyond a focus on individual behavior towards a wide range of social and environmental interventions.

## Casa Grande Alliance Guiding Principles

- **Do what we do best**
- **Work with passion**
- **Look forward to learning as a team**
- **Care, respect and humility**
- **A culture of “yes”**
- **Integrity and reflection**

## 1. Preface

The purpose of this manual is to establish the importance of volunteers to the *Mission, Vision* and *Commitment* of the Casa Grande Alliance and to clearly document the organization’s policies concerning our volunteers. This manual will be utilized during orientation of new volunteers and for ongoing reinforcement of key policies and procedures for our organization’s Board and Staff. In their orientation, new volunteers will sign a document in this manual indicating that they have read, understand and fully support the policies outlined. To ensure sustainable results for our volunteer program, the staff will be responsible for keeping this manual complete and up to date.

*“You make a living by what you get. You make a life by what you give.”*

Winston Churchill

## 2. The Alliance Values Its Volunteers

The Alliance strongly believes in the value volunteers bring to our organization and programming. We know that volunteers who are willing to join our team will help the Alliance attain its goals,

while staying rooted in the community, and thereby fully realize its mission. We are therefore committed to welcoming all properly vetted members of our community regardless of age, race, creed or disability. At the Alliance, volunteers are entitled to the same respect accorded to our staff, to opportunities for developing their skills and relationships, and to feel that they are equal partners in the attainment of our organization's goals.

### 3. Volunteer Rights

All Alliance volunteers have a right to:

- Receive adequate information and a clear description of what is expected of them to ensure that they understand why a task is being done and how it fits into the broader program;
- Accept a suitable project, task or job while retaining the right to say no to tasks they are unable to perform, or would rather not do, and to ask for a new assignment;
- Be briefed on the broader aspects of the Alliance and seek clarification with our staff, or their supervision, to determine if they are truly suited to the Alliance and its mission;
- Receive on the job supervision, when needed, provided by a designated staff member;
- Be respected and supported by their fellow volunteers and Alliance staff and receive both recognition and feedback for their contribution;
- Be reimbursed for out of pocket expenses, providing prior approval has been obtained;
- Request a reference from the Alliance when applying for a job, providing the volunteer has worked at the Alliance for a minimum period of three months or participated in two events;
- Provide feedback, suggestions and recommendations regarding their job assignments or the wider program;
- Have their personal details kept in a secure and confidential manner;
- Work in a safe and healthy environment, while being provided with a place to work and suitable tools and materials.

### 4. Responsibilities of Volunteers

We ask that our volunteers agree to:

- Sign a Volunteer Services Agreement which acknowledges the expectations of both the Alliance and our volunteers (Appendix E);
- Be reliable and commit, where possible, to scheduled work times so tasks can be effectively planned, and events can be properly managed;
- Keep the Alliance informed of changes in address and phone number, or other factors that will have an impact on your availability or job performance;
- Be responsible to and consult with the Alliance staff members who support you, or your Supervisor, as needed;
- Make a timely request for staff support in performing your tasks, as situations dictate;
- Agree to job training or orientations that are necessary to carry out the duties stated in your position description;

- Abide by any of the Alliance policies or practices that apply to your assigned tasks and follow the established rules of any 3<sup>rd</sup> party location or event at which you work;
- Appreciate and respect the confidential nature of information that may be acquired during the performance of your duties;
- Discuss any disputes or problems with the Alliance staff, or your Supervisor, as any such issues arise;
- Never spend your money or order goods on behalf of the Alliance without prior approval;
- Show enthusiasm, loyalty and belief in the work of our organization;
- Agree to work in a safe and healthy way and not jeopardize the health and safety of others;
- Inform the Alliance of any pre-existing medical conditions or special needs that we should be aware of which might affect your ability to undertake certain tasks;
- Report any injury immediately to the Alliance staff members or your Supervisor;
- Never smoke in or around the Alliance building at 280 W McMurray Boulevard and refrain from smoking at any sponsored event;
- Notify the Alliance staff as soon as possible if you are no longer able to work with us.
- In the event of a fire, volunteers should notify those around them and leave the building immediately
- Maintain Time and Activity Records (Appendix F)
- Follow Code of Behavior (Appendix A)
- Complete this application and participate in the full screening and interviewing process

## 5. Orientation and Placement

This Volunteer Policies & Procedures Manual will be the basis for orientation of new volunteers to the Alliance and their roles within the organization. All volunteers will be expected to read and indicate understanding of the Volunteer Policies & Procedures Manual by way of signing the Volunteer Services Agreement. All program volunteers will also work with our staff to review and understand all job descriptions that have any bearing on your assigned program responsibilities.

## 6. Volunteer File

A file will be maintained on each volunteer who contributes in an on-going way to the Alliance. Every volunteer's file will be stored in a secure environment and will be available during business hours for review. Each file will contain, at a minimum, the following:

- Volunteer Application
- Volunteer Services Agreement
- Volunteer Performance Reviews
- Volunteer Recognition Awards or Records
- Any Volunteer Dispute Process Files
- Volunteer Time and Activity Records

## 7. Volunteer Performance Reviews

The review process is a reciprocal relationship between the Alliance and its volunteers, providing each with valuable feedback regarding performance, identifying areas of strength and reaching consensus on where improvement would be beneficial. Emphasis is also placed on where further training or tools are needed. This mutual review process will be scheduled at regular intervals and the format for these Volunteer Performance Reviews can be found in Appendix B. Finally, all volunteers will be asked to participate in an exit interview when they chose to leave their volunteer position.

## 8. Volunteer Expense Reimbursement

Unfortunately, the Alliance is not sufficiently funded to reimburse auto mileage, even when the miles driven are directly related to assigned and accepted volunteer tasks. We do, however, encourage you to maintain your own records of mileage driven for potential inclusion in your personal income tax filings. For all other expenditures, prior approval of Alliance staff is required for any reimbursement. This applies to any and all purchases made by volunteers in the course of your work for the Alliance. When reimbursement is appropriate and pre-approved, the form shown in Appendix C must be submitted with all appropriate receipts.

## 9. Volunteer Training and Development

Supervising staff will ensure that all volunteers are oriented and trained appropriately for their assigned tasks, in order to promote satisfaction and accomplishment for both the volunteer and the Alliance. Suggestions for additional training and skill development are always welcome and will also be solicited from volunteers at the time of their performance reviews.

## 10. Grounds for Dismissal

As noted above, failure to adhere to Alliance Policies and Procedures may constitute grounds for immediate dismissal from volunteer status. Following are specific examples of infractions that are serious enough to require formal consideration of dismissal:

- Abuse or mistreatment of citizens or any member of the Alliance staff and volunteers
- Any conduct that would diminish the reputation or standing of the Alliance in Casa Grande
- Being charged with a crime during volunteer tenure (excluding minor traffic violations)
- Falsifying statements on the volunteer application form or during the onboarding process
- Gross misconduct or insubordination in the course of volunteer activities
- Participation in illegal, violent, indecent or unsafe acts in the course of volunteer activities
- Misuse or misrepresentation of Casa Grande Alliance volunteer status or identification
- Release of confidential information without express authority to do so
- Reporting for volunteer activities under the influence of drugs or alcohol
- Theft of property, or misuse of agency funds, equipment or materials
- Transporting Alliance clients in a personal vehicle. Only Alliance paid staff may drive them

## 11. Dispute Resolution Procedures

An efficient, successful operation and satisfied volunteers is our goal. However, some disputes will occur in any organization, so we need to provide a prompt and efficient evaluation and response when one arises. You can be assured there will be no retaliation toward anyone for presenting a dispute under the following policy:

Step 1: Make an appointment with your Staff Supervisor and provide a written statement of the issue to be resolved and what you feel is the appropriate remedy. This will be discussed with you in private and if you don't feel the matter is being resolved satisfactorily, proceed to step 2.

Step 2: Your Staff Supervisor will make an appointment for you with the Volunteer Coordinator, during which you can candidly discuss any continuing dissatisfaction. In most cases, the matter is resolved at this stage, given the Volunteer Coordinator's broader responsibilities. However, if your concerns are still not resolved to your satisfaction, proceed to step 3.

Step 3: A meeting will be arranged for you and the Alliance Director, who is the ultimate authority in the organization's dispute process. Again, you can candidly discuss your continuing problem with the resolution process and the Director will render a final decision, which will be binding on all parties involved. Obviously, most disputes do not reach this level and it is hoped that any concerns or issues can be resolved amicably at the first or second stage.

The Casa Grande Alliance sincerely thanks the following organizations for allowing us to learn from and adapt their Best Practices for managing volunteer programs.



## Appendix A – Code of Behavior

- I understand that the Casa Grande Alliance is an equal opportunity employer and that all volunteers are expected to promote this philosophy in their work and all their interactions. Consistent with this philosophy of equal opportunity, the Alliance has a no tolerance policy regarding harassment of any kind.
- I understand that the Alliance is committed to maintaining a non-violent environment. There is no support for or tolerance of verbal or physical abuse of any kind on its premises or at any organization-sponsored event.
- I understand that the Alliance is committed to a drug-free workplace. This policy extends to any circumstance in which volunteers represent the Alliance in an official capacity.
- I understand the Alliance is a non-smoking workplace. The Alliance office building located at 280 W. McMurray Boulevard and all the area surrounding it are designated non-smoking.
- I understand that all volunteers of the Alliance are expected to act in a professional manner. This behavior includes maintaining a professional appearance; respectful interaction with clients, other staff, and outside agencies; respecting the property of others and always representing the Alliance in a positive manner.
- I understand that unauthorized sharing of confidential and/or sensitive information by me while volunteering at the Casa Grande Alliance is a violation of State and Federal Privacy Act laws, punishable by both criminal and civil prosecution.
- I understand that any communication made external to the Alliance which is intended or may become a media issue must first be reviewed with the Alliance's Director. Unless given explicit approval by the Director, no volunteer may speak on behalf of the organization.
- I recognize and understand that the Alliance's network and computer systems are to be used for conducting business. I understand that excessive or otherwise inappropriate personal use of this equipment is strictly prohibited.
- I understand that any donation or contribution made to the Alliance will be used for the sole benefit of this agency and clients we serve. The Director will authorize the use of all donations and contributions.
- I understand that as a volunteer of the Alliance, I must avoid any actual or apparent conflict of interest, including any outside activity which could be construed as being in conflict with the goals and objectives of the organization, or which may deter from the accomplishment of the purposes for which the Alliance was formed.
- I understand that volunteers are not to accept gifts or gratuities from anyone without the express approval of an Alliance Staff Member. We do not want an atmosphere in which the citizens we serve feel obligated to reward Alliance volunteers or employees for our work.
- I understand that any violation of the Alliance's Volunteer Policies and Procedures Manual, and/or Code of Behavior may result in discipline, up to and including the risk of immediate dismissal.



# Appendix B – Volunteer Performance Review



Casa Grande Alliance Volunteer Program

## Volunteer Appraisal and Review

Volunteer Name: \_\_\_\_\_ Alliance Start Date: \_\_\_\_\_

Staff Supervisor: \_\_\_\_\_

Date of This Appraisal: \_\_\_\_\_ Date of Last Appraisal: \_\_\_\_\_

Hours Worked Since Last Appraisal: \_\_\_\_\_

This appraisal should be completed every two months of volunteer service, or every 25 hours of service for those working a limited schedule. This format provides feedback on the volunteer's performance and any future opportunities. Emphasis must always be placed on the volunteer's contribution to the Alliance.

### Appraisal:

1. Attendance/Punctuality  
(Can the volunteer be counted on to show up when assigned? Is he/she on time?)
  
2. Willingness to work  
(Does the volunteer arrive ready to work? Waste time? Accept tasks willingly?)
  
3. Training  
(Has the volunteer received, understood and used the training provided? Is remedial training needed or is additional training to be offered for new tasks?)
  
4. Task Performance  
(Does the volunteer complete the assigned tasks as required?)
  
5. Teamwork  
(Is the volunteer able to work easily with others as part of a group, respects the rights of others irrespective of their cultural background, race or gender?)

Supervisor Signature: \_\_\_\_\_ Date Reviewed: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date Reviewed: \_\_\_\_\_

Any comments on this appraisal: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



### Volunteer Appraisal and Review

**Volunteer Name:** \_\_\_\_\_

**Volunteer Input:**

1. Is there any additional training that you feel you need to adequately perform your current assignment?
  
2. Do you have everything you need to perform your work?
  
3. Are you treated fairly, honestly and with respect by your co-workers? Your Supervisor? Others in management?
  
4. Is your workplace free of violence and harassment?
  
5. Are there other volunteer tasks that you would like to do? If so, which? Would this be in addition to or instead of your assignment?
  
6. Do you have any health or other personal issues that will impact your continued volunteering?
  
7. Do you have any suggestions about how our volunteer program could be improved?
  
8. Do you have any other comments/concerns?

Supervisor Signature: \_\_\_\_\_ Date Reviewed: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date Reviewed: \_\_\_\_\_

# Appendix C – Alliance Expense Reimbursement Form

## Casa Grande Alliance Financial Transactions

- |   |   |
|---|---|
| <input type="checkbox"/> Expense                | <input type="checkbox"/> Deposit              |
| <input type="checkbox"/> Debit Card Transaction | <input type="checkbox"/> Refund/Return/Credit |
| <input type="checkbox"/> Online Transfer        | <input type="checkbox"/> LOC Interest         |

Vendor: \_\_\_\_\_

Address: \_\_\_\_\_

Transaction amount: \_\_\_\_\_ Invoice # \_\_\_\_\_

Date of transaction: \_\_\_\_\_

**Charge to program:**

- |  |  |                                      |
|--|--|--------------------------------------|
| <input type="checkbox"/> Community awareness | <input type="checkbox"/> Coalition support/devel | <input type="checkbox"/> Fundraising |
| <input type="checkbox"/> Strong Families     | <input type="checkbox"/> Youth (SADD, etc.)      | <input type="checkbox"/> Admin       |

**Post to grant/customer:**

**Split %**

**Amount \$**

Post to grant/customer:	Split %	Amount \$
AZ Parents Commission		
State Opioid response grant SRO- PCPHS		
Fiscal Sponsorships:		
Maintenance & General (M&G)		
<b>Notes:</b>		

**Category/class:**

**Memo**

Category/class:	Memo
Travel	
Supplies	
Contractual	
Occupancy	
Admin	
Other	

Authorized by: \_\_\_\_\_ Date: \_\_\_\_\_

Check # \_\_\_\_\_

## Appendix D – Volunteer Job Descriptions

### SAMPLE VOLUNTEER JOB DESCRIPTION

#### Position: Office Assistant

**Purpose:** To assist with general office duties or special projects.

**Duties:** Duties may be, but are not limited to:

Filing, data entry, answering phones, general typing, organizational tasks, special projects, etc.

**Skills and Abilities:** Basic typing, filing and public contact skills. Familiarity with computer programs, such as Word and/or Publisher, is highly desirable.

Ability to work with different staff members and learn from different leadership styles.

Willingness to accept assignments that will benefit the Alliance in a disciplined and productive manner.

Ability to work with sensitive information and maintain strict confidentiality.

**Commitment Required:** Time requirements will vary according to assignments given and the availability of volunteers.

**Supervision:** Volunteers will be under the supervision of either the Volunteer Coordinator or a designated Staff Supervisor.

**Comments:** This volunteer position will be recommended and assigned by the Volunteer Coordinator whenever additional assistance is required by staff shortages and/or special project needs.

# Appendix E – Volunteer Services Agreement



Casa Grande Alliance Volunteer Program

## Volunteer Services Agreement

***Please Read This Form Carefully, Sign and Return to Alliance Staff***

I have reviewed and familiarized myself with the provisions of the Casa Grande Alliance’s Volunteer Policies and Procedures Manual (“Manual”). I understand that the content of this Manual supersedes and replaces all prior written and/or oral statements regarding the Alliance volunteer program. I also understand that the Manual is not meant to be a contract, express or implied, nor is it to be construed as creating contractual obligations of any kind. The Alliance therefore reserves the right to amend, change or discontinue the policies, practices, procedures and/or benefits described in the Manual at any time, with or without notice.

I understand that the Alliance Director is the only representative of the organization who has the authority to make any verbal or written agreement contrary to the Alliance’s Manual.

I further agree to and am willing to volunteer under the policies and procedures described in the Manual. I also acknowledge that if I have any questions, or do not understand any provision in the Manual, I can ask my Staff Supervisor, the Volunteer Coordinator, or the Alliance Director for clarification and seek additional information on any subject covered in the Manual.

***Having read and accepted the Volunteer Policies and Procedures Manual and this notice, I hereby offer my services as a Volunteer for the Casa Grande Alliance.***

\_\_\_\_\_  
 Signature of Volunteer    Date

\_\_\_\_\_  
 Printed Name

\_\_\_\_\_  
 Signature of Alliance Staff Member    Date

\_\_\_\_\_  
 Printed Name

# Appendix F - Time and Activity Records



## Volunteer Time and Activity Record

### TIME AND ACTIVITY TRACKING

Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Date	Time In	Time Out	What was accomplished?