

Volunteer Committee Standard Operating Procedure (SOP)

Montezuma Valley Volunteer Community Service Organization (MVVCSO)

Effective Date: June 28, 2025

1. Introduction

Volunteers are the backbone of MVVCSO's mission to serve the Ranchita community. This SOP ensures the Volunteer Committee effectively coordinates volunteer recruitment, training, and recognition for programs like the food bank, fostering an inclusive and transparent environment. By mobilizing residents to address local needs, this SOP supports MVVCSO's **community focus** Northstar.

2. Purpose and Authority

The Volunteer Committee is established under **Article XIII** of the MVVCSO 2025 Bylaws to oversee volunteer programs. Its purpose is to:

- Coordinate recruitment, training, and recognition of volunteers.
- Support MVVCSO programs, such as the food bank, to meet community needs.
- Ensure compliance with legal standards and alignment with MVVCSO's Northstars.

Legal Authority:

- **California Corporations Code (§ 5110 et seq.):** Governs nonprofit public benefit corporations.
- **Nonprofit Integrity Act (NIA, Gov. Code § 12586):** Mandates transparency and accountability.

- **IRS 501(c)(3):** Ensures volunteer activities support the exempt purpose without private benefit.
 - **Unruh Civil Rights Act (Civ. Code § 51):** Prohibits discrimination in volunteer management.
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3. Roles and Responsibilities

3.1 Volunteer Committee

- **Composition:** Minimum of three members, including one Director and two Voting Members, appointed by the Board.
- **Duties:**
 - Oversee volunteer recruitment, training, and recognition.
 - Align volunteer programs with MVVCSO's mission and community needs.
 - Submit quarterly reports to the Board on volunteer activities and outcomes.

3.2 Volunteer Coordinator

- A committee member tasked with:
 - Managing daily volunteer operations (e.g., scheduling, communication).
 - Acting as the primary liaison for volunteers.
 - Ensuring training and agreements are completed.

3.3 Board of Directors

- Appoints the committee, approves budgets, and ensures compliance with bylaws and laws.
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4. Volunteer Recruitment

4.1 Strategies

- Use inclusive outreach methods:
 - Public forums, community bulletin boards, and online platforms (if available).

- Partnerships with local schools, churches, and groups to engage diverse populations.
- Materials in multiple languages and accessible formats (e.g., large print).

4.2 Non-Discrimination

- Per the Unruh Civil Rights Act, recruitment is open to all without discrimination based on race, religion, gender, sexual orientation, age, disability, or other protected traits.
- Selection criteria focus on mission alignment, skills, and availability.

4.3 Application Process

- Volunteers submit a form detailing contact info, skills, availability, and accommodation needs.
 - Background checks are required for roles involving vulnerable populations, per California law.
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5. Volunteer Training

5.1 Orientation

- Mandatory for all volunteers, covering:
 - MVMCSO's mission, values, and Northstars.
 - Roles, responsibilities, and safety protocols.
 - Legal compliance (e.g., non-discrimination, data privacy).
- Offered in accessible formats (e.g., in-person, written, virtual).

5.2 Role-Specific Training

- Tailored to tasks (e.g., food safety for food bank volunteers).
- Provided in accessible formats for all learning needs.

5.3 Ongoing Training

- Annual refreshers on ethics, safety, and compliance.
- Optional development workshops to enhance skills.

6. Volunteer Supervision and Support

6.1 Supervision

- Each volunteer has a supervisor for guidance and policy adherence.

6.2 Feedback and Recognition

- Regular performance feedback is provided.
- Annual recognition events celebrate contributions, supporting the **transparency** Northstar.

6.3 Support

- Access to resources like mental health referrals and a confidential feedback system.
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7. Volunteer Recognition

- Annual events (e.g., awards, dinners) honor volunteers based on hours, leadership, and impact.
 - Public acknowledgment in reports and forums enhances community engagement.
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8. Budget

- An annual budget, approved by the Board, funds recruitment, training, and recognition.
 - Reviewed yearly to ensure compliance with IRS 501(c)(3) expenditure rules.
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9. Legal Compliance

- **Volunteer Status:** Volunteers are unpaid and sign agreements confirming this.
- **Non-Discrimination:** Equal access is ensured per the Unruh Act.

- **Data Privacy:** Volunteer data is secure, per the California Consumer Privacy Act (CCPA).
 - **Liability:** Volunteers are covered by MVVCSO's insurance during duties.
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10. Risk Management

- Volunteers are trained on safety and must report incidents immediately.
 - Incident logs are reviewed quarterly to enhance safety.
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11. Northstar Alignment

- **Community Focus:** Programs address local needs.
 - **Transparency:** Policies and outcomes are publicly shared.
 - **Inclusivity:** Diverse participation is prioritized.
 - **Serving All Members:** Support reaches all community segments.
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12. Volunteer Agreement

Volunteers sign an agreement to follow this SOP and uphold MVVCSO's values.

13. Review Process

- The SOP is reviewed annually by the Volunteer Committee, with amendments approved by the Board per **Article VIII** of the bylaws.
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