

# Polk State College Procedure

Subject	Reference	Date	Number
Volunteer Service	DBOT 3.01	8/9/10	6064

## I. Purpose

This procedure is to provide guidance to the Human Resources' staff and College supervisors who will work with people in the community who have volunteered their service to the College. The purpose of the College volunteer service program is to reduce the cost of staffing various College programs and events while still providing service to students and this community.

## II. General

1. People in the community who volunteer their services to the College will be asked to complete a Volunteer Profile packet
2. The Volunteer Profile packet is the basis for establishing a volunteer's file in the Office of Human Resources.

### A. Orientation for Volunteers:

1. At initial contact with the Office of Human Resources the Human Resources' staff will provide a brief explanation of the College volunteer program. A Volunteer Profile packet will be provided to the volunteer to be completed as soon as possible.
2. Return of the profile packet will begin a second orientation that will include a review of a volunteer's relevant experience. A discussion will also take place with an effort to match the volunteer to various college events and supervisors.
3. Pre-assignment orientation will be scheduled with area supervisors prior to an event a volunteer has been scheduled for, unless the volunteer is experienced in the assigned tasks.
4. Supervisors who have requested volunteers will be given copies of volunteer profile packets and allowed to schedule their own pre-assignment orientation interview. See related Step C-2.

### B. Assignment of Volunteers:

1. The supervisor should develop a "Task and Time" plan for staff planning of an event that will use volunteers as well as paid staff.

2. When supervisors and volunteers have agreed to an assignment, the volunteer's name should be placed on the "Task and Time" plan. This will allow supervisors to keep track of staffing needs.
3. Scheduling additional volunteers for "on call back up" should be a regular component of the "Task and Time" plan.

C. Present for duty at an event:

1. Supervisors should confirm that volunteers understand when and where they are expected to be present to begin work.
2. When volunteers report to supervisor or previously designated shift leader the following clerical events must take place before the volunteer begins work.
  - a. Make initial entry on one line of the Volunteer Time Sheet (VTS). List date, name of volunteer service or task to be performed, area and clock time in. All of a volunteer's time at the job site must be accurately recorded in order to protect the College and assist the volunteer if a workers' compensation claim is filed by a volunteer.
  - b. Fill in PSC Volunteer name badge.  
 First Line: List first and last name in BOLD print for easy readability  
  
 Second Line: List event that the volunteer will be working  
 Third Line: Use third line for date of event if it is a one day event. Third line could also be used to list area the volunteer is working in.

D. Volunteer departure from a service event:

1. Supervisors should be sure that volunteers understand that they must "check out" when their service time is over.
2. Then volunteers check out with supervisor or shift leader the following clerical events must take place:
  - a. Complete Volunteer Time Sheet by entering "time out" clock time. Remember that the VTS is a Workers Compensation audit document and must be completed for insurance purposes.
  - b. Collect volunteer name badge
  - c. Send VTS to Office of Human Resources – Station # 21

E. Evaluation of Volunteer Services:

1. Volunteers:

Since volunteers take the position of employees who deal with the college staff as well as the general public and students they are expected to perform their assigned tasks as any other college employee. The supervisor or designated shift leader will use a volunteer evaluation form that will create a record of the volunteer's performance.

2. College:

The volunteer will also be asked to evaluate his or her task and general assignment for an event on a volunteer feedback form. The Office of Human Resources will provide this form to the volunteer after the event with a return envelope and instructions for its return to Human Resources.

3. Review of Evaluation and Feedback:



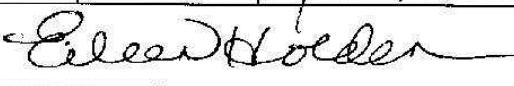
The Supervisor will review the evaluation form and the feedback form.

4. Letter of Appreciation:

**Attachments :** Attachment I- Volunteer Profile; Attachment II Volunteer Pledge; Attachment III Volunteer; Attachment IV- Volunteer Staffing Request; Attachment V- Volunteer Time Sheet; Attachment VI- Volunteer Evaluation, Attachment VII-Volunteer Labels,

**History:** Adopted: February 2, 1992  
 Revised: August 9, 2010

**Distribution:** All Holders of PSC Procedures Manuals

	8/9/10		8/9/10
Executive Responsible for Procedure	Date	President's Staff Member's Approval	Date
			8/9/10
President's Approval			Date