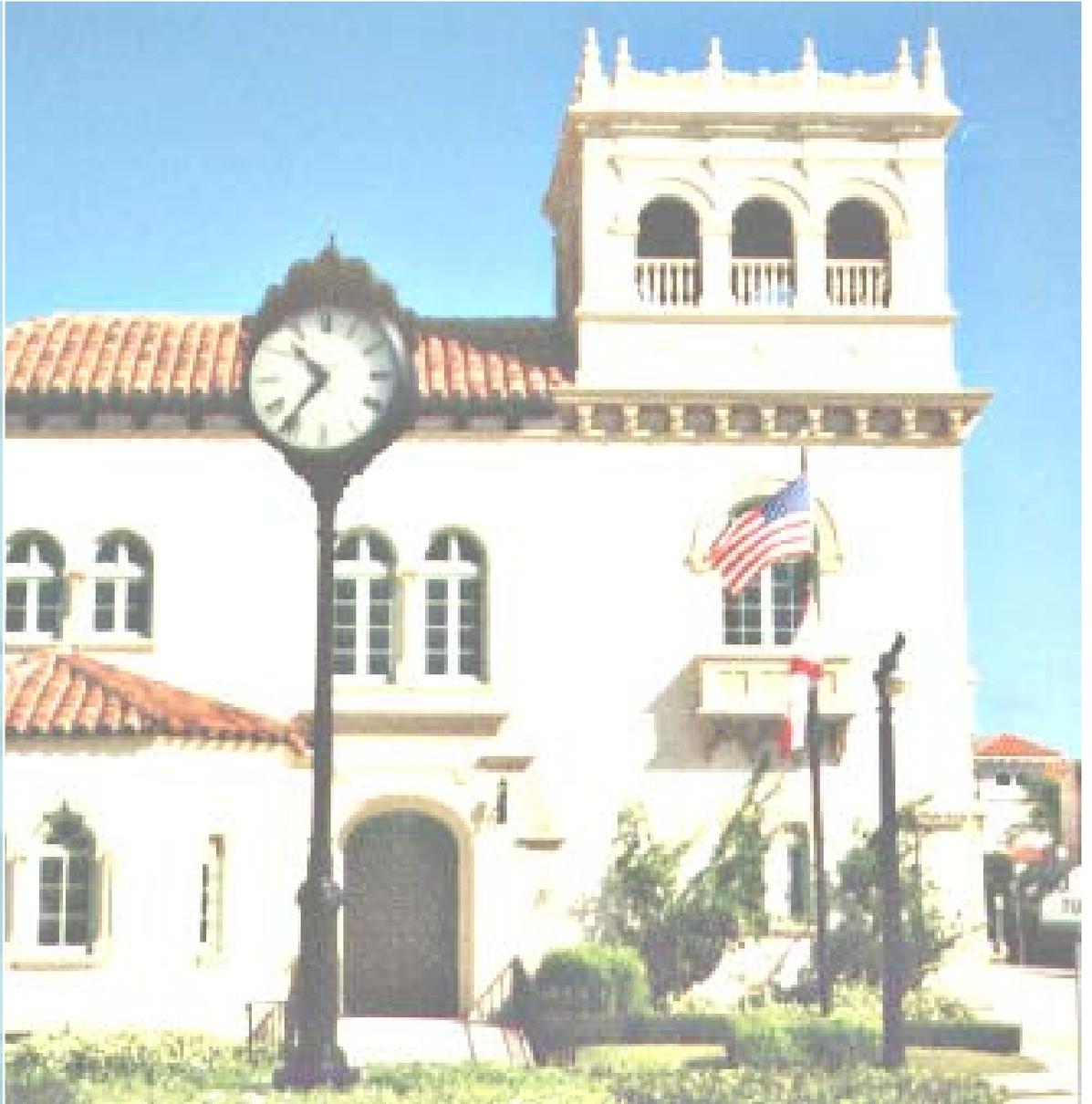


Volunteer Program Guide



Volunteers Make a Difference

Volunteer Information for all Departments
(with the exception of Police)



Table of Contents

Program Overview & Purpose3
 Types of Volunteer Service Opportunities3
Steps for Pursuing Volunteer Service.....3
 Application for Volunteer Service.....3
Basic Information - Orientation.....4
 Reporting to Work.....4
 Hours of Service4
 Identification Card4
 Duties.....4
 Dress.....5
 Public Contact.....5
 Volunteer and Employee Contact.....5
 Volunteer Feedback.....5
 Parking Permit5
 Public Records and Confidential Information.....5
 Gifts.....5
 Solicitation5
Contact Information.....5
Volunteer Service Expectations and Code of Conduct.....6
List of Current Volunteer Positions Available6

Program Overview & Purpose

A volunteer is an individual who, of his/her own free will, contributes talents, time, and service to a program within the Town without pay.

Volunteering gives you an opportunity to:

- help identify community needs
- do something worthwhile
- share your talents
- have a lasting effect on the community
- learn new skills
- gain insight into the various operations of your community
- form new friendships

Volunteering is a rewarding experience for all when volunteers and staff have mutual respect and a desire to cooperate in meeting the needs of our Town and its residents.

Types of Volunteer Service Opportunities

Service opportunities exist within various operations throughout the Town
Some of the areas in which volunteers may be needed:

- Office work (filing, stuffing envelopes, answering phones, etc.)
- Resident/Customer Service
- Athletic Programs with the Recreation Department
- Special Events (July Fourth Celebration, Holiday Tree Celebration, etc.)
- Emergency Relief Aide (Serve food after hurricane, answer emergency phone line, etc.)

Steps for Pursuing Volunteer Service

Volunteer applicants must fulfill the following criteria:

1. At least 18 years of age.
2. Complete the full application packet to include waivers, releases and Pledge of Confidentiality.*
3. Submit to fingerprint examination and basic background investigation

Depending on where you would like to volunteer, certain requirements may be needed.

*Volunteers who assist with single event activities or on an intermittent basis for less than 10 hours per month do not need to fill out an application or be screened if a Town employee who meets the screening requirement is always present and has the volunteer in his or her line of sight

Application for Volunteer Service

Please complete the five (5) page application and return it to Human Resources, Town Hall, 360 S. County Road, Palm Beach, FL 33480

1. All volunteers will be required to go through a Background Check which includes:

- a. A criminal background check (FDLE, DCF, or VECHS depending on the requirement of the position).
 - b. A Driver's License check
2. All volunteers are required to fill out an application which includes:
 - a. A brief survey of experience and interests
 - b. Acknowledgement and Releases form for
 - c. Volunteer Consent/Release Form (Background record check)
 - d. Statement on the Collection, Use, or Release of Social Security Numbers of Volunteers
 - e. Volunteer Worker Agreement Form
3. Procedure:
 - a. Complete all forms within the Volunteer Program Application and return to the Human Resources Department (1st floor, North end of Town Hall).
 - b. Application will be reviewed and applicant will be interviewed
 - c. Human Resources will proceed with the Background Check.
 - d. Volunteer applicant will be notified of status within three weeks.
 - e. Photo will be taken for I.D. card.

Basic Information - Orientation

Reporting to Work

As you begin your volunteer job, your supervisor will be your main source of information. Supervisors have the responsibility of directing volunteers in training, understanding duties, work schedules and personal matters. You are encouraged to discuss any questions, concerns, problems, difficulties, misunderstandings or suggestions with your supervisor. If this does not resolve the matter, you should contact the Volunteer Coordinator in Human Resources who will attempt to see that the matter is resolved in a manner that is satisfactory to all.

As a volunteer, you play a vital role in the department. We rely upon your help and therefore request that you notify your supervisor, as well in advance as possible, if you are unable to work on an assigned day. This will allow time for replacement or for rescheduling where necessary.

Hours of Service

The hours of the volunteer assignment will be established between the volunteer supervisor and the volunteer. A volunteer must contact the supervisor if he/she is unable to come in. The volunteer must maintain his/her timesheet and have it signed by the supervisor before submitting it to the Volunteer Coordinator each quarter.

Identification Card

Identification cards must be in the possession of the volunteer at all times while the volunteer performs their assigned duties. Identification cards must be returned to the Volunteer Coordinator when the volunteer service ends.

Duties

Duties will be assigned by the appropriate supervisor.

Dress

Business casual professional attire is required. No shorts are permitted except for specific approved assignments (i.e. recreation positions).

Public Contact

All contact with the public should be conducted in a professional manner. When the individual is acting in the capacity of a volunteer, he/she is representing the Town of Palm Beach. Good manners and sound judgment should be exercised at all times. If the volunteer does not know the answer to a question, he/she should not hesitate to say so. The supervisor or another employee should be asked for the correct information.

Volunteer and Employee Contact

All employees and volunteers of the Town of Palm Beach are to be treated with respect at all times. Any negative interaction should be reported immediately to the supervisor and Volunteer Coordinator.

Volunteer Feedback

Feedback from volunteers is encouraged and greatly valued. At the end of your volunteer experience with the Town, please describe to us your experience in the comments section located on the back of your timesheet.

Parking Permit

Parking permits will be issued by the Volunteer Coordinator. Permits are numbered and are assigned to an individual volunteer who is responsible for that permit. Parking permits may be used in the vicinity of Town Hall, Recreation, and Public Works only and only when the volunteer is on duty.

Public Records and Confidential Information

In compliance with Chapter 119 of the Florida State Statutes, the volunteer must contact the Volunteer Coordinator prior to releasing records or confidential information.

Gifts

No employee (or volunteer) of the Town shall accept any fee, gift or other item of value in the course of, or in connection with, their duties, when such fee, gift or other item of value is given to induce or is intended to induce the receipt of a favor or preferential treatment from the Town, any Town employee or any Town volunteer.

Solicitation

The Town prohibits solicitation on or off Town property unless officially approved by the Town Manager and/or Town Council. Printed or written announcements posted anywhere on Town property which deal with outside activities must be authorized by a supervisor.

Contact Information

If you have any questions or concerns, please contact the Volunteer Coordinator in Human Resources at 561-838-5450 or at 360 S. County Road, Palm Beach, FL 33480 or at hr@townofpalmbeach.com

Volunteer Service Expectations and Code of Conduct

As expected of any Town employee, a volunteer must be punctual, fair, consistent, knowledgeable and professional. He/she accepts the responsibility of helping to ensure the smooth operation of a recreation facility and/or program. A volunteer will perform his/her duties under the direct supervision of the departmental staff as assigned.

General service expectations include:

1. All volunteers must go through a national background check.
2. All volunteers will complete a training session at the area where they volunteer.
3. All volunteers will sign in and out each day and provide timesheets to their supervisor monthly.
4. Each supervisor has the sole responsibility for the operation of the center under his/her responsibility.
5. Volunteers will be provided with a list of available volunteer positions in order to choose the area in which they prefer to work.
6. If a volunteer cannot make his/her scheduled assignment, he/she will call their supervisor at least two hours prior to the start of assignment unless it is an emergency.
7. Schedule changes must be approved by your supervisor.
8. Volunteers will perform the duties in the job description to their best ability.
9. Volunteers assist Town staff in the operations within the Town, their actions reflect on the department, as well as the Town of Palm Beach.
10. Always be consistent, fair, and courteous when enforcing the rules and regulations. If necessary, provide a justification for the rule. If the customer has additional questions or becomes unsatisfied, call upon staff to assist you as needed.
11. Assist staff in maintaining a safe, clean, and orderly facility. Periodically check the facility for unsanitary and unsafe conditions. If a potentially hazardous condition arises, inform staff immediately.
12. Know and properly follow the established evacuation/emergency action plan.
13. Take ALL customer feedback/complaints seriously. Resolve the issue if possible. If the customer remains persistent, refer him/her to staff.
14. Always be polite, helpful and friendly to ALL customer, other volunteers and employees.
15. Maintain a professional appearance at ALL times with regard to dress, hygiene and conduct.
16. Follow the guidelines as described in the Volunteer Program Guide.
17. Keep the staff informed of activities at the facility and/or department where you are assigned.
18. Provide consistent excellent customer service maintaining a polite, helpful, friendly demeanor to all served.
19. Complaints should be received in a professional and polite manner. Attempts to resolve the issue should be made. For complaints that either extend beyond your assignment or become difficult to manage, escalate to staff and/or your supervisor.

List of Current Volunteer Positions Available

Department Directors complete the Volunteer Requisition Form and turn it into Human Resources to have the assignment added to the list of available volunteer positions.

Human Resources maintains a list of current Volunteer opportunities.