

Volunteer Program

408.1 PURPOSE AND SCOPE

To establish guidelines regarding the use of volunteers for specified tasks and duties in order to create efficiencies for the Department and improve services to the community. This policy applies to all department employees and volunteers.

408.1.1 DEFINITION

Definitions related to this policy include:

Volunteer - An individual who performs a service for the Department without promise, expectation or receipt of compensation for services rendered. This may include unpaid person from faith based organizations, interns, and persons providing administrative support, among others.

408.2 AUTHORITY AND REFERENCES

- Administrative Directive;
- Ordinance 440;
- The Prison Rape Elimination Act of 2003 (PREA).

408.3 POLICY

It is the policy of this department to use volunteers for specified tasks and duties in order to create efficiencies for the Department and improve services to the community. Volunteers are intended to supplement and support, rather than supplant, sworn officers and civilian personnel. Volunteers can be an important part of any organization and are proven to be a valuable asset to the Probation Department. Volunteers help to increase departmental responsiveness, delivery of services and information input, and provide new program opportunities. In addition, volunteers bring new skills and expertise to the Department and prompt new enthusiasm.

408.4 PROCEDURE

The Volunteer Coordinator shall be appointed by the Probation Human Resources Director or designee. The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within the Department, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The Volunteer Coordinator should work with other Department staff on an ongoing basis to assist in the development and implementation of volunteer-staffed positions.

(a) Volunteer Coordinator

1. The Volunteer Coordinator, or his/her designee, shall be responsible for the following:
 - (a) Recruiting and selecting qualified volunteers for various positions.

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- (b) Facilitating the implementation of new volunteer activities and assignments.
 - (c) Maintaining volunteer records in the Probation Applicant Management System (PAMS), including at least the name, address and telephone number, the date of enrollment, and the date of termination of the enrollment. If authorized to drive, PAMS shall also contain the volunteer's driver's license number, expiration date and insurance information. Records as to each volunteer worker shall be retained for three years after such worker has terminated. (Riverside County Ordinance 440)
 - (d) Tracking and evaluating the contribution of volunteers.
 - (e) Maintaining the volunteer handbook and outlining expectations, policies and responsibilities for all volunteers.
 - (f) Ensuring an accurate record of volunteer schedules and work hours is maintained, including a continuing record of the number of hours worked by each volunteer worker. Upon termination of the volunteer, the date of termination shall also be entered onto the record. (Riverside County Ordinance 440)
 - (g) Completion and dissemination as appropriate of all necessary paperwork and information, including a monthly Volunteer Program Report to be filed with the County Executive Officer no later than the 15th day of each month showing the total number of volunteer workers who performed services in that month, the total number of hours of such services, the number of new volunteer workers enrolled during the month and the number who enrollments were terminated. (Riverside County Ordinance 440)
 - (h) Maintaining liaison with other volunteer-utilizing programs in the community and assisting in community-wide efforts to recognize and promote volunteering.
- (b) Recruitment
1. Volunteers should be recruited on a continuous and ongoing basis consistent with department policy on equal opportunity nondiscriminatory employment. A primary qualification for participation in the application process should be an interest in, and an ability to assist the Department in serving the public.
 2. Requests for volunteers should be submitted in writing by interested Division Directors to the Volunteer Coordinator. A complete position description and a requested time-frame should be included in the request. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting assignments. The Volunteer Coordinator may withhold assignment of any volunteer until such time as the requesting unit is prepared to make effective use of volunteer resources.
- (c) Screening

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1. All prospective volunteers should complete the volunteer application form. The Volunteer Coordinator or designee should conduct a face-to-face interview with an applicant under consideration. Volunteers should be at least 18 years old.
 2. A documented background investigation shall be completed on each volunteer applicant and shall include, but not necessarily be limited to the following:
 - (a) Traffic and criminal background check. Fingerprints shall be obtained from all applicants and processed through the California Criminal Information Index.
 - (b) Employment
 - (c) References
 3. A Computerized Voice Stress Analysis (CVSA) exam may be required of each applicant depending on the type of assignment.
 4. In compliance with the Prison Rape Elimination Act (PREA), the department will utilize all available resources to ensure a volunteer applicant with any history of sexually related misconduct is rejected for service.
- (d) Selection And Placement
1. Service as a volunteer with the Department shall begin with an official notice of acceptance or appointment of a volunteer position. Notice may only be given by an authorized representative of the Department, who will normally be the Volunteer Coordinator. No volunteer should begin any assignment until they have been officially accepted for that position and completed all required screening and paperwork. All volunteers shall receive a copy of the volunteer handbook and shall be required to sign a volunteer agreement and other documents as deemed necessary.
- (e) Training
1. Volunteers will be provided with an orientation program to acquaint them with the Department, personnel, Facility Emergency Action Plans, and policies and procedures that have a direct impact on their work assignment. Orientations addressing these topics shall be conducted by the Volunteer Coordinator, supervisor, and the Division Safety Representative.
 2. Every volunteer interacting with minors shall receive training on their responsibilities under the department's sexual abuse and sexual harassment prevention, detection, and response policies and procedures. The level of training shall be based on the services they provide and the level of contact they have with minors. Notwithstanding, every volunteer shall be given notification of the department's zero-tolerance policy regarding sexual abuse and sexual harassment and informed how to report such incidents (PREA).
 3. Volunteers should receive position-specific training to ensure they have adequate knowledge and skills to complete tasks required by the position and should receive periodic ongoing training as deemed appropriate by their supervisor or the Volunteer Coordinator.

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4. Training should reinforce to volunteers that they may not intentionally represent themselves as, or by omission infer that they are sworn officers or other full-time members of the Department. They shall always represent themselves as volunteers.
 5. All volunteers shall comply with the rules of conduct and with all orders and directives, either oral or written, issued by the Department including institutional policy, Social Awareness Program.
- (f) Fitness For Duty
1. No volunteer shall report to work or be on-duty when his/her judgment or physical condition has been impaired by alcohol, medication, other substances, illness or injury.
 2. Volunteers shall report to their supervisor any changes in status that may affect their ability to fulfill their duties. This includes, but is not limited to, the following:
 - (a) Driver's license
 - (b) Medical condition
 - (c) Arrests
 - (d) Criminal investigations
 3. All volunteers shall adhere to the guidelines set forth by this department regarding drug and alcohol use.
- (g) Dress Code
1. As representatives of the Department, volunteers are responsible for presenting a professional image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Volunteers shall conform to department-approved dress consistent with their duty assignment. At all times while on duty, volunteers shall wear a department issued name badge identifying them as a volunteer.
- (h) Supervision Of Volunteers
1. Each volunteer who is accepted to a position with the Department must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervision will be provided by the site volunteer coordinator (generally a Supervising Probation Officer, Senior Probation Officer or Senior Probation Corrections Officer) at each division/location. The site volunteer coordinator will be responsible for day-to-day management and guidance of the work of the volunteer and should be available to the volunteer for consultation and assistance.
 2. When reporting for duty, volunteers shall record their times in and out of service. The site volunteer coordinator is responsible for ensuring volunteer work hours are accurately reported utilizing the Volunteer Management System. Unless recorded via scanned barcode on a daily basis, work hours shall be entered

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into the Volunteer Management System no later than the fifth day of the month following their accrual.

3. Functional supervision of volunteers is the responsibility of the supervisor and/or designee in charge of the office/unit where the volunteer is assigned.
 4. Volunteers working with offenders in group setting shall not assume the responsibility of supervising group sessions or disciplining an offender; a staff member shall always be present to assure adequate supervision.
 5. The following are some considerations to keep in mind while supervising volunteers:
 - (a) Take the time to introduce volunteers to employees on all levels.
 - (b) Ensure volunteers have work space and necessary office supplies.
 - (c) Ensure volunteers are adequately oriented to the office and demands of the position to which they are assigned. If appropriate, applicable lessons in the Field Mentoring Program can be utilized.
 - (d) Ensure applicable policies have been addressed and are understood by the volunteer.
 - (e) Ensure volunteers are in compliance with departmental policies and procedures.
- (i) Confidentiality
1. With appropriate security clearance, which includes Criminal Offender Record Information (CORI/CLETS) training, volunteers may have access to confidential information such as criminal histories or investigative files. Unless otherwise directed by a supervisor or departmental policy, all information shall be considered confidential. Only that information specifically identified and approved by authorized personnel shall be released. Confidential information shall be given only to persons who have a need and a right to know as determined by departmental policy and supervisory personnel.
 2. Each volunteer will be required to sign a nondisclosure agreement before being given an assignment with the Department. Subsequent unauthorized disclosure of any confidential information, verbally, in writing or by any other means, by the volunteer is grounds for immediate dismissal and possible criminal prosecution.
 3. Volunteers shall not address public gatherings, appear on radio or television, prepare any article for publication, act as correspondents to a newspaper or other periodical, release or divulge any information concerning the activities of the Department, or maintain that they represent the Department in such matters without permission from the proper department personnel.
- (j) Property And Equipment
1. Volunteers will be issued an identification card that must be worn at all times while on-duty. Volunteers working at more than one location shall be issued an identification card for each work site. Identification cards shall only be worn while the volunteer is on-duty and shall be stored at the work site when not in use by

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the volunteer. Any fixed and portable equipment issued by the Department shall be for official and authorized use only. Any property or equipment issued to a volunteer shall remain the property of the Department and shall be returned at the termination of service.

(k) Vehicle Use

1. While the unnecessary use of automobiles is to be discouraged, it is recognized that in some volunteer activities motor vehicle usage is indispensable. Privately owned vehicles may be used on express authorization of the Division Director specifying the purpose. (Riverside County Ordinance 440)
2. County vehicle use may be authorized only by the County Executive Officer on recommendation of the Division Director including appropriate justification. No volunteer worker shall be permitted to drive either a private vehicle or a County vehicle for volunteer business until the worker has presented:
 - (a) Completion of a department approved driver's safety course.
 - (b) Verification that the volunteer possesses a valid California Driver License.
 - (c) Verification that the volunteer carries current vehicle insurance with minimum limits in the amounts required by the State for bodily injury or death and property damage.
3. The Volunteer Coordinator should insure that all volunteers receive safety briefing updates and license and insurance verification at least once a year.
4. When operating a Department vehicle, volunteers shall obey all motor vehicle laws and all appropriate county and departmental policies and procedures including seat belt requirements. Smoking is prohibited in all Department vehicles.

(l) Disciplinary Procedures/Termination

1. A volunteer may be removed from the volunteer program at the discretion of the Chief Probation Officer or the Volunteer Coordinator. Volunteers shall have no property interests in their continued appointment. However, if a volunteer is removed for alleged misconduct, the volunteer will be afforded an opportunity to clear his/her name through a single appearance before the Chief Probation Officer or authorized designee.
2. Volunteers may resign from volunteer service with the Department at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

(m) Exit Interviews

1. Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position and solicit the volunteer's suggestions on improving the position. When appropriate, the interview should also include a discussion on the possibility of involvement in some other capacity with the Department.

(n) Evaluation

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1. An evaluation of the overall volunteer program will be conducted on an annual basis by the Volunteer Coordinator and presented to the Probation Human Resources Director. Regular evaluations should be conducted with volunteers to ensure the best use of human resources available, to ensure personnel problems can be identified and dealt with promptly and fairly, and to ensure optimum satisfaction on the part of volunteers and the department.
- (o) County Insurance
1. Such liability insurance as the County may carry shall be excess insurance over any other valid and collectible insurance, including that provided by the volunteer worker. (Riverside County Ordinance 440)
 2. Volunteer workers are not covered by workers compensation insurance or by County self-insurance for injury or accident arising out of volunteer service. (Riverside County Ordinance 440)

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