

Catholic Charities of North Louisiana
Personnel Policies and Procedures

Policy Title: USE OF VOLUNTEERS

Date: March 17, 2011

Purpose: To provide volunteer opportunities that supplement the daily activities of Catholic Charities and allow community participation that benefits the persons served at Catholic Charities and the organization as a whole.

Policy: Volunteer opportunities will be available to persons expressing interest and demonstrating commitment to furthering the mission of Catholic Charities.

Volunteer activities/positions are categorized into five levels:

Level I – Volunteer has no client contact and is usually given one specific task that can be completed in a specific short timeframe or time limited projects. (Examples: gift wrappers at holiday time; students who need to do a few hours of community service time by cleaning a storage area or garage; persons who assemble personal care packets at the shelters, Shepherd’s Table volunteers, etc.). The Volunteer must provide the following:

- A Brief Volunteer Application.

Level II – Volunteer has no client contact but volunteer commitment is open-ended. (Examples: clerical assistant in the office, etc.).

The Volunteer must provide the following:

- A completed Volunteer Application
- Declarations Form (confidentiality agreement, acknowledgement of receipt of Volunteer policies and procedures)
- A photocopy of their drivers license or state ID

Level III – Volunteer has no direct client contact but with access to money or confidential information, or unsupervised for a portion of the day. Their volunteer commitment is ongoing. The Volunteer must provide the following:

- A completed Volunteer Application including two emergency contacts and two references (verified by phone)
- Declarations Form (confidentiality agreement, acknowledgement of receipt of Volunteer policies and procedures)
- Criminal Background check
- A photocopy of their drivers license or state ID
- At the end of their service, or annually, Level III volunteers will be asked to complete a Volunteer Satisfaction Survey.

Level IV – Volunteer has regular adult client contact and may perform tasks with program participants without the immediate presence of Catholic Charities staff. Due to the nature of the job (as indicated in the volunteer job description) the volunteer must provide the following:

- A completed Volunteer Application including two emergency contacts and two references (verified by phone)
- Declarations Form (confidentiality agreement, acknowledgement of receipt of Volunteer policies and procedures)
- Completed and signed job description
- Criminal Background check
- A photocopy of their drivers license or state ID
- At the end of their service, or annually, Level IV volunteers will be asked to complete a Volunteer Satisfaction Survey.

Level V – Volunteer has regular client contact with a minor and may perform tasks with program participants without the immediate presence of Catholic Charities staff. Due to the nature of the job (as indicated in the volunteer job description) the volunteer must provide the following:

- A completed Volunteer Application including two emergency contacts and two references (verified by phone)
- Declarations Form (confidentiality agreement, acknowledgement of receipt of Volunteer policies and procedures)
- Completed and signed job description
- Criminal Background check
- Child abuse registry/sexual offender check
- The volunteer must attend workshop entitled “Protecting God’s Children”
- A photocopy of their drivers license or state ID
- At the end of their service, or annually, Level IV volunteers will be asked to complete a Volunteer Satisfaction Survey.

Procedure:

1. All phone calls regarding volunteer opportunities will be directed to a designated staff member appointed by the operations site manager. (The operations site manager is the person responsible for the office/site such as a program director, site supervisor, etc.).
2. The designated staff member will direct Level I and II volunteers to the appropriate program person who will assist them in their volunteer duties. Staff should also assist Level II volunteers in completing the Volunteer Application. Level III, IV, V volunteers will be directed to the appropriate program supervisor or case manager who will be responsible for ensuring the completion and follow-up of all required paperwork and documentation (application, phone references, emergency contacts, registry of sexual offenders or background checks).
3. Level III, IV, V volunteers should track their hours using the method designed for the program they are working in (i.e. individual time sheets, group logs, etc.).

4. As required by funding sources or other entities such as Catholic Charities USA (survey), Program Directors will be responsible for tracking all volunteer hours on a monthly basis (or delegating to a volunteer site coordinator if applicable).
5. Upon completion of service, or at least annually, Level III, IV, V volunteers will complete the Volunteer Satisfaction Survey.
6. Volunteer files are to be maintained for all Level III, IV, V volunteers by the program supervisor or case manager responsible for their supervision. All volunteer files should be stored in a centrally located and secured area.