[INSERT COLORS THAT MATCH ORGANIZATION/LOGO]

***[ORGANIZATION]***

**[ADDRESS]**

**[CITY], [STATE] [ZIP CODE]**

**[PHONE NUMBER]**

**[E-MAIL ADDRESS]**

[Insert quote from: Main Street Executive Director *or* choose **one** of the following]

*“No one is more cherished in this world than someone who lightens the burden of another.  Thank you.”*

-Author Unknown

*“Those who can, do.  Those who can do more, volunteer.”*

-Author Unknown

*“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed it is the only thing that ever has”*

-Margaret Mead

*“Volunteering is an act of heroism on a grand scale. And it matters profoundly. It does more than help people beat the odds; it changes the odds.”*   
-Former [President Bill Clinton](http://www.worldofquotes.com/author/President-Bill-Clinton/1/index.html)

**Volunteer**

**Handbook**

[INSERT LOGO HERE]

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**i. INTRODUCTION**

The [ORGANIZATION] ([ACRONYM]) strives to recognize volunteers who are devoted to preserving the [CITY]’s Main Street District through enhancing the economic, physical, promotional, and civic value. With this Volunteer Manual, the [ACRONYM]’s primary focus is to provide volunteers who are dedicated to maintaining their town with the best volunteering experience possible. The primary purpose of the “[ORGANIZATION]: Volunteer Manual” is to further explain the subsequent volunteer processes: definitions of volunteers, liability regulations, recognition and awards, policies and procedures, conduct guidelines and recruitment resources. The [ACRONYM] appreciates those who have helped and continue to make downtown [CITY] the best it can be!

**ii. MISSION**

[INSERT ORGANIZATION’S MISSION]

**iii. GUIDING PRINCIPLES OF MAIN STREET**

**The 8 guiding principles of Main Street (as stated from the National Main Street Center)**

1. **Comprehensive:** For successful, sustainable, long-term revitalization, a comprehensive approach, including activity in each of Main Street's Four Points, is essential. (Organization, Promotion, Design, and Economic Restructuring)
2. **Incremental:**  As public confidence in the Main Street district grows and participants' understanding of the revitalization process becomes more sophisticated, Main Street is able to tackle increasingly complex problems and projects that are more ambitious.
3. **Self-help:** Residents and business owners need to see the rewards they will reap by investing time and money in Main Street. Only local leadership can produce long-term success by fostering and demonstrating community involvement and commitment to the revitalization effort.
4. **Partnerships:** Both the public and private sectors have a vital interest in the district and must work together to achieve common goals of Main Street's revitalization.
5. **Identifying and capitalizing on existing assets:** Every district has unique qualities like distinctive buildings and human scale that give people a sense of belonging. These local assets must serve as the foundation for all aspects of the revitalization program.
6. **Quality:** Emphasize quality in every aspect of the revitalization program. This applies to all elements of the process, from storefront designs to promotional campaigns to educational programs.
7. **Change:** Engaging in better business practices, altering ways of thinking and improving the physical appearance of the commercial district, a carefully planned Main Street program will help shift public perceptions and practices to support and sustain the revitalization process.
8. **Implementation:** To succeed, Main Street must show visible results that can only come from completing projects. Frequent, visible changes are a reminder that the revitalization effort is under way and succeeding. Small projects at the beginning of the program pave the way for larger ones as the revitalization effort matures, and that constant revitalization activity creates confidence in the Main Street program and ever-greater levels of participation.

**I. Volunteer Guidelines**

**I. Overall Policy on Utilization of Volunteers**

Dedicated citizens, business and property owners, and local organizations and institutions share our mission to enhance downtown by creating a sustainable Main Street program. Without community support and active volunteerism, the [ACRONYM] would not be as successful as it is today. As a volunteer driven organization, the [ACRONYM] accepts and encourages volunteer involvement at all levels of the organization while restoring and managing downtown [CITY]. All volunteers and staff are encouraged to assist in the creation of productive, meaningful roles in which volunteers might serve, as well as encourage the recruitment of future community volunteers.

**ii. Definition of a Volunteer**

The [ACRONYM] shall create specific volunteer position descriptions prior to interviewing volunteers. Unless specifically stated, a “volunteer” is an individual who performs their specified job description willingly at the direction of the [ACRONYM] without expecting compensation. Although the [ACRONYM] does not recognize volunteers as employees, they understand and enforce the need to respect them as such. As a direct result of this, organizational rules and expectations apply to volunteers while volunteering with the [ACRONYM].

**iii. Volunteer Involvement within the [ACRONYM]**

The [ORGANIZATION] is driven by volunteers who are committed to creating a viable, flourishing “Main Street Commercial District.” These dedicated volunteers are the synergy of the organization and without their devoted work, the [ACRONYM] would cease to exist. Due to their level of involvement within the organization, the [ACRONYM] volunteers maintain the same accountability as the [ACRONYM] staff. The [ACRONYM’s] staff and volunteers come together to create four Teams, as well as to work on ad hoc projects and tasks as needed:

* [TEAM 1]: [RESPONSIBILITIES/DUTIES]
* [TEAM 2]: [RESPONSIBILITIES/DUTIES]
* [TEAM 3]: [RESPONSIBILITIES/DUTIES]
* [TEAM 4]: [RESPONSIBILITIES/DUTIES]

\*See Figure A

**iv. Minors Volunteering with [ACRONYM]**

The [ACRONYM] welcomes and encourages the involvement of youth within our organization. Individuals whom are under the age of 18 must complete an Adolescent Application Form signed by their legal guardian. If the applicant is participating in a volunteer referral program, such as a student community service program or a student intern project, a special agreement must be intact with the program regarding management. The referral program must assume and identify responsibility for management and care for the volunteer while at the [ACRONYM]. If the volunteer is under the age of 18 and are not with a volunteer referral program, the [ACRONYM] will appoint the Volunteer Administrator to manage the volunteer.

**II. Volunteer Policies & Engagement Guidelines**

**i. Volunteer Policy**

Unless specifically stated, these policies apply to all volunteers within the [ACRONYM]. This includes any volunteers who partake in projects undertaken by, or on behalf of, the program.

**ii. Purpose of Volunteer Policies**

The purpose of these policies and engagement guidelines is to provide overall guidance and direction to both [ACRONYM] staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a personnel agreement. The Volunteer Policies are intended to provide direction for both volunteers and the Volunteer Administrator on how to work effectively with one another. The program reserves the right at any time to the change the policy. The Executive Director or a designated representative of [ACRONYM] is the only person with the ability to grant changes to or make exceptions from these policies.

**iii. Becoming a Volunteer with [ACRONYM]**

The [ACRONYM] volunteer applications for becoming a [ACRONYM] volunteer will be accepted through a registration process. Volunteer applications are available online under the homepage of the [ORGANIZATION]’s website, located at [WEBSITE ADDRESS] or can be requested via email at [E-MAIL ADDRESS]. Once accepted as a volunteer through a personal interview, the individual will receive general volunteer orientation and instruction specific to their choice of committee and/or area of interest. Volunteers are the most important personnel to the [ACRONYM] and as such, are extended the right to meaningful duties, fair treatment, and full participation. In exchange, the [ACRONYM] expects volunteers to perform their assigned duties to the best of their ability and remain loyal to the mission, goals, and procedures of the [ACRONYM].

**iv. Role of Volunteer Management within [ACRONYM]**

The productive utilization of volunteers requires a planned and organized effort, which is done by the Volunteer Administrator. The Volunteer Administrator works as a subdivision of the [COMMITTEE] and is overseen by the Executive Director. The Executive Director oversees the Volunteer Administrator and ensures they working efficiently and properly. The Volunteer Administrator is responsible for maintaining a cohesive, functional environment for both assisting staff and volunteers. The Volunteer Administrator is also responsible for: promoting the [ACRONYM] volunteer program, recruiting volunteers, evaluating and recognizing the contribution of volunteers to the program.

**v. Access to Program Property and Materials**

As deemed appropriate, volunteers will have access to program property, materials and as needed, training essential to fulfill their duties. Volunteers may utilize [ACRONYM] property and materials only when directly required for program purposes.

**vi. Dress Code**

As representatives of the program, staff and volunteers are responsible for presenting a good, quality image to the community. Volunteers are expected to dress appropriately for the conditions and performance of their duties.

**vii. Time Sheets**

Individual volunteers are responsible for the accurate completion and timely submission of timesheets to the Volunteer Administrator.

**viii. Performance Reviews**

Volunteers will receive annual performance reviews to assess their work. The performance review, hosted by the Volunteer Administrator, is utilized to review the following: performance of the volunteer; to convey appreciation to the volunteer; to ascertain the continued interest of the volunteer in serving in that particular position; and to seek suggestions from the volunteer or means of enhancing the volunteer’s relationship with the [ACRONYM].

The performance review will include both an examination of the volunteer’s performance of the position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The review is an opportunity for both the volunteer and the [ACRONYM] organization to assess and improve their relationship with one another. In addition, volunteers may be asked to change assignment or may be relieved of duties if deemed necessary by the [ACRONYM] Executive Director.

**ix. Absenteeism/Substitutions**

The Volunteer must notify the Volunteer Administrator and/or the Executive Director if he/she will be unable to complete the assigned task or will be absent from an activity. Volunteers are encouraged to find a substitute for any upcoming absences. Volunteers must find a substitute who is qualified for the position and seek approval from: the [ACRONYM] Volunteer Administrator or the [ACRONYM] Executive Director, as they are the only individuals who ascertain the authority to grant substitution approval.

**x. Leave of Absence**

The Volunteer Administrator has the authority to grant leaves of absence to volunteers at their discretion. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer’s term of service.

**xi. Resignation**

Volunteers may resign from their volunteer service with the organization at any time. If intending to resign, volunteers are encouraged to provide two weeks advance notice of their departure and a reason for their decision as appropriate so that another volunteer can be recruited into the departing volunteer’s duties.

**III. Conduct Guidelines**

**i. Representing the [ACRONYM]**

While volunteering with the [ACRONYM], volunteers must take into consideration the magnitude of their actions and comments while working alongside outside personnel. Although the volunteer may be an expert in a given field, they are not in any position to give advice or opinions to business owners, unless that is part of their position description, especially because it may notably affect the pre-established relationship with the [ACRONYM]. Volunteers may not speak with the press unless previously authorized by the [ACRONYM] Executive Director. Volunteers are required to act as representatives of the program as indicated within the extent of their job descriptions.

**ii. Liability**

[Insert a brief yet thorough statement on the organizations Liability Insurance. Check with your insurance agent to make certain the policies insure participating volunteers. It would deem beneficial for the organization to invite the insurance agent to at least one meeting per year to instruct the board of the policies associated with liability insurance.]

**iii. Insurance**

[Insert brief yet thorough description of the organizations Insurance Policies. Liability and accident insurance must be provided for all volunteers engaged in program business. Executive Directors andVolunteers are encouraged to consult with their respective insurance agents regarding the extension of their insurance to *include* community volunteer work.]

**iv. Discrimination**

It is the policy and commitment of the [ACRONYM] to not discriminate based on race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion, and/or familial status in admission of its volunteers or its programs and services. All volunteers and employees are accountable to this notion and failure to comply with this policy may result in termination from the program.

**v. Sexual Harassment Policy**

The [ACRONYM] is committed to providing volunteers with a safe, productive, and enjoyable environment and experience while volunteering with the [ACRONYM]. The [ACRONYM] will not tolerate any form of sexual harassment among its employees and volunteers; and encourages volunteers to bring any incident of sexual harassment to the immediate attention of the [ACRONYM] Executive Director or proper authority.

**vi. Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary and/or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer or other person, or overall program business. Designated and authorized volunteers will have exposure to confidential information that is defined as inside, personal or sensitive information and may include contact information, business credentials, or personal experience stories. [IF ORGANIZATION HAS CODE OF CONDUCT, USE FOLLOWING STATEMENT] The Code of Conduct includes a confidentiality statement barring the sharing or disclosing of this information for any unauthorized purposes, including personal benefit.

**vii. Conflict of Interest**

No person who has a conflict of interest with any activity or program of the program, whether personal, philosophical, or financial, shall serve as volunteer with the activity/program. Examples of this: volunteers, such as subcontractors or landlords, who will receive monetary wage as result of a project; a person trying to obtain a preoccupied space for themselves. If there is a concern that there may be a Conflict of Interest, the volunteer is asked to direct the concern to the Executive Director.

**viii. Maintance of Records**

The [ACRONYM] Volunteer Administrator will maintain a system of records on each volunteer within the program, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to their Volunteer Administrator in a timely and accurate fashion.

**ix. Use and Copyright of the Website**

Due to the versatility of the [ACRONYM], several volunteer descriptions include becoming familiar with and working on the [ACRONYM] website. Using the [ACRONYM]’s website for personal business promotion or other advertising is not permitted. The [ORGANIZATION] reserves all rights and privileges to its logo, graphics, endorsement, and property, which cannot be used without consent of proper organizational authorities.

**x. Email Policy**

The “[ACRONYM]’s” emails (firstname.lastname@[ORGANIZATION’S EMAIL]) will be created and maintained for individuals whom:

* Have an active staff or volunteer leadership role (email accounts not used for 60 days will be deactivated and possibly deleted)
* Need to send email as a representative of the organization
* Have signed the [ORGANIZATION]’s Code of Conduct statement
* Have been approved by the Executive Director, as having a role that requires an individual email account

*Expectations associated with maintaining a [ACRONYM] email account include:*

* Emails received will be responded to in a timely manner, usually within 48 hours. An out-of-office message should be set for emails that will be unmonitored for greater lengths of time
* Although generally less formal than other written communication, email is a business communication tool and users are obliged to use it in a responsible, effective, polite and lawful manner, recognizing that you and the [ACRONYM] can be held liable for unlawful libelous or defamatory emails
* Email should not be used for personal matters, but rather for [ACRONYM] business only
* Passwords should not be shared with others; only the Executive Director.
* Accounts not used for 60 days will be deactivated

All email accounts maintained on our email systems are property of the [ORGANIZATION], thus usernames and passwords will be shared with the Executive Director.

**xi. Online and Written Communication**

All volunteers agree to communicate, verbally and written, with sensitivity, patience and respect. While volunteering with the [ORGANIZATION], volunteers will become involved with a diverse population and must remain conscious of the possibility for misinterpretation of tone and inference, especially in email. Volunteers agree to use clear and kind language when formulating messages.

**xii. Dispute Regulation**

If a problem should arise among volunteers, the parties involved are expected to first communicate directly with one another in a respectful attempt to reach a mutual understanding. If a reasonable resolution cannot be reached, then a volunteer can first request mediation from the Volunteer Administrator and then if necessary, the Executive Director.

**xiii. Volunteer Sensitivity**

Volunteers must give every client equal opportunities to access resources and advice pertaining to the program’s mission. Volunteers must also show equal respect to clients regardless of differences. If a volunteer feels uncomfortable with a certain situation or client, they must immediately notify the Volunteer Administrator.

**IV. Volunteer Recruitment and Selection**

**i. Recruitment**

The Volunteer Administrator will recruit volunteers on a proactive basis, with the intent of broadening and expanding community involvement into the [ACRONYM]. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the program with disregard, but not limited to: race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion, and/or familial status. It is the intent of [ACRONYM] to place the volunteer in areas that align with their interest wherever possible. Written volunteer position description for volunteers will be developed and forwarded to that volunteer.

**ii. Position Description**

The Volunteer staff, just as paid staff, requires a clear, complete, and current description of the duties and responsibilities of the position, which they are expected to fill. Each volunteer position must have a specific position description before any installment of a volunteer assignment or recruitment effort. This position will serve as the guideline for the accepted volunteer and the [ACRONYM] Volunteer Administrator to assist with management and evaluation efforts. The Volunteer Administrator will review volunteer position descriptions to ascertain any changes, which may have occurred during the annual performance reviews. All position descriptions must include their purpose and duties of the position, a designated worksite, and a timeframe for the performance of the job.

**iii. Interviewing**

Before appointed to a position, an interviewing process will incur for all volunteers to ascertain their suitability and interest in the desired position. The interview must determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and will answer any questions that the volunteer might have about the position. A [ACRONYM] Volunteer Administrator and/or [ACRONYM] Executive Director will conduct the interviews in person or by other means.

**iv. Placement**

The [ACRONYM] will match volunteers to opportunities that recognized their talents, interests, and availability for serving. If at any time a volunteer wishes to reassign their position or take on an additional project or role, they should be encouraged to discuss their interest with the Volunteer Administrator.

**v. Professional Services**

Volunteers are not to perform professional services for which certification or licensing is required unless currently certified or licensed to do so. The Executive Director must maintain a copy of the volunteer’s certificate or license for services provided that requires such. A copy of such certificate and/or license will also be kept in the volunteer’s folder, upheld by the Volunteer Administrator.

**vi. Length of Service**

All volunteer positions have a set term of duration. It is highly recommended that their term is not longer than one year, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of reassignment of that position to the incumbent.

Volunteers are neither expected nor required to accept further service in a position at the end of their set term, although they are welcome to do so in most cases; they may instead seek a different volunteer assignment within the program or may retire from volunteer service indefinitely.

**V. Volunteer Orientation and Development**

**i. Orientation**

All volunteers will receive a general orientation on the nature and purpose of the program, overall operation of the [ACRONYM], and a specific orientation on the purposes and requirements of the position, which they are accepting in that effort. (The format and provider of the orientation is at the discretion of the [ACRONYM])

**ii. Volunteer Training**

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training will be deemed appropriate based on the complexity and demands of the position and capabilities of the volunteer. (The format and provider of the training is at the discretion of the [ACRONYM])

**iii. Recognition**

To highlight and reward the contribution of volunteers to the [ACRONYM], an annual volunteer recognition event will take place annually. In order to discuss how the volunteers would like to be recognized, they will be asked to become involved and consulted to develop an appropriate format for the event.

**iv. Informal Recognition**

All [ACRONYM] staff and [ACRONYM] volunteers involved with volunteers are encouraged to undertake ongoing methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple “thank you” to a concerted effort to include volunteers as full participants in the [ACRONYM] program decision-making and implementation.

**VI. [ORGANIZATION]’s Volunteer Management**

**i. Requirement of a Volunteer Administrator**

Each accepted [ACRONYM] volunteer will have a clearly identified supervisor, the Volunteer Administrator, who is responsible for direct management of that volunteer. The Volunteer Administrator is responsible for day-to-day management and guidance of the work of those volunteers, and will be available to the volunteer for consultation and assistance.

**ii. Volunteers in Supervisory Positions**

A volunteer may act as a Volunteer Administrator of other [ACRONYM] volunteers, if the supervising volunteer is under the direct supervision of a paid [ACRONYM] staff, [ACRONYM] Committee Chair or member of the [ACRONYM] Board of Directors.

**iii. Staff Evaluation and Participation**

Affected [ACRONYM] staff and [ACRONYM] Volunteer Administrator should be involved and/or fully apprised of all evaluation and work assignments of volunteers with whom they are connected.

**iv. Lines of Communication**

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, the [ACRONYM] will provide volunteers access to all appropriate memos, materials, and meetings relevant to their work assignments. To facilitate the receipt of this information on a timely basis, volunteers are to be included on all distribution schedules. Primary responsibility for ensuring that the volunteer receives such information will rest with the Volunteer Administrator.

Lines of communication are to operate in both directions and will exist both formally and informally. Any decision directly affecting a volunteer’s job description requires consultation with the affected volunteer(s) to determine the effect it will have on their duties.

**v. Corrective Action**

Following an evaluation, or at anytime deemed necessary by the Volunteer Administrator, with consent of the Executive Director, corrective action may take place in appropriate situations. Examples of corrective action include the requirement of additional training, reassignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

NOTE: The Volunteer Administrator has the right to temporarily suspend a volunteer if an action or incident warrants such. The incident must be reported to the Executive Director within 24 hours.

**vi. Dismissal of a Volunteer**

Volunteers who do not adhere to the rules and procedures of the [ACRONYM] or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the [ACRONYM] Executive Director, no volunteer termination will occur. Prior to the discussion of dismissal with a volunteer, the Volunteer Administrator is required to seek the consultation, assistance and approval of the [ACRONYM] Executive Director.

**vii. Reasons for Volunteer Dismissal**

Possible grounds for dismissal may include, but are not limited to the following: gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property or misuse of organization equipment or materials or funds; abuse or mistreatment of community members; volunteers or co-workers; failure to abide by [ACRONYM] policies and procedures; failure to follow direction as instructed by the [ACRONYM] Volunteer Administrator, [ACRONYM] Executive Director or member of the [ACRONYM] Board of Directors; speaking to the press without prior express permission from the [ACRONYM] Executive Director; misrepresentation of [ACRONYM] to its community partners; failure to meet physical or mental standards of performance; failure to satisfactorily perform assigned duties.

**viii. Concerns and Grievances**

Decisions involving corrective action of a volunteer will be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing his or her concerns or grievance.

**ix. Exit Interviews**

Exit interviews, where possible, will be conducted with volunteers who are leaving their positions. The interview will ascertain why the volunteer is leaving the position, suggestions the volunteer may have for improving the position, and the possibility of involving the volunteer in some other capacity with the organization.

**Figure A: [ORGANIZATION] Organization Chart**

**[INSERT ORGANIZATIONAL CHART]**

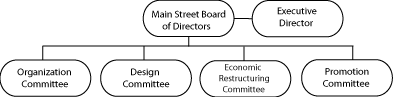
[StandardMSOrgChart.gif](http://www.google.com/imgres?imgurl=http://www.preservationnation.org/assets/photos-images/main-street/about-main-street/StandardMSOrgChart.gif&imgrefurl=http://www.preservationnation.org/main-street/about-main-street/the-programs/organizational-structure.html&usg=__aVUxRW73VlGVxi7EHeeqaObbims=&h=97&w=393&sz=5&hl=en&start=2&sig2=RORW0tTZxGouOMKbc8MhQA&zoom=1&tbnid=8ZsYqu8bN8Iw6M:&tbnh=31&tbnw=124&ei=Tt4JTra7H4jl0QGcjrmoAQ&prev=/search%3Fq%3Dsample%2Borganizational%2Bchart%2Bfor%2BMain%2BStreet%26um%3D1%26hl%3Den%26safe%3Dactive%26biw%3D1067%26bih%3D532%26tbm%3Disch&um=1&itbs=1)

393 × 97 - **Main Street Organization Chart** - Freestanding Nonprofit

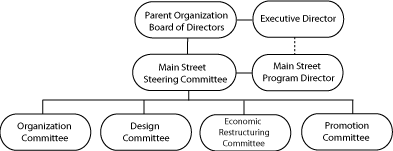
preservationnation.org

[Similar](http://www.google.com/search?q=sample+organizational+chart+for+Main+Street&um=1&hl=en&safe=active&biw=1067&bih=532&tbm=isch&tbs=simg:CAESEgnxmxiq7xs3wiHPQDrBEM_127g) ‑ [More sizes](http://www.google.com/search?q=sample+organizational+chart+for+Main+Street&um=1&hl=en&safe=active&biw=1067&bih=532&tbm=isch&tbs=simg:CAQSEgnxmxiq7xs3wiHPQDrBEM_127g) ‑

Sample A: Freestanding, Nonprofit Profit:



Sample B: Main Street in an Existing Organization:

****

**Figure B: [ORGANIZATION] Contact List**

**[INSERT ORGANIZATION CONTACT LIST HERE]**

**Appendices of Volunteer Forms**

Appendix A: Tips for Using the Manual

Appendix A: Sample Volunteer Descriptions

Appendix B: Adolescent Application

Appendix C: Adult Application

Appendix D: Interview Questions

Appendix E: Reference Questions

Appendix F: Program and Agreement

Appendix G: Volunteer Media Release Form

Appendix H: Volunteer Time Sheet

Appendix I: Volunteer Dismissal Form

Appendix J: Volunteer Exit Interview Form

***References***

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**Volunteer Manual**

**Recommendations & Tips to Customize the Handbook**

**The Volunteer Manual is a comprehensive resource to be used as both a guide and template from which an organization can develop its own volunteer oversight process. Prior to customizing the manual to your organization, a representative of the organization should review, edit, and/or clarify the handbook to ensure understanding of it and the organization’s ability to implement it, as written (in the final format the organization adopts). It may be necessary for the organization to simplify elements of the manual to ensure its accurate implementation.**

The Volunteer Manual is a collaboration of management and organization policies, structured to serve as a guideline in creating a cohesive, retainable volunteer program. The Manual serves as a comprehensive document and can be utilized by:

* Filling the brackets by using the “Find and Replace With” tool (Ctrl F).
  1. Go to the “Replace” tab
  2. In the “Find” box, input the bracketed items, such as [ORGANIZATION] (including the brackets!)
  3. Insert the individual answer, such as “Middletown Main Street”
  4. Click “Replace All” (the computer will locate all items for you)
  5. Repeat with other sections: [ACRONYM], [CITY], [STATE], etc.

**NOTE**: Bracketed items are merely guidelines. There are several which require manual completion, such as [INSERT LOGO], [INSERT MISSION], [LIABILITY], [INSURANCE], and [EMAIL ADDRESS]. Simply swap the bracket with your information.

* For inserting your logo, the recommended sizes are as follows:

For the Volunteer Manual:

a. Title Page Logo: Height: 1.9” Width: 5.15”

b. Logo in Header (centered: Height: 0.78” Width: 2.17”

For Remaining Documents (8):

a. Logo in Header (left corner) Height: 0.69” Width: 2.17”

**NOTE:** These are recommended sizes. Logo size may vary.

**Tips for the Utilizing the Manual**

1. This manual was created for long-term volunteers, such as committee members. Short term volunteers aren’t involved as committee members, therefore require a modified process. Utilize the following documents when working with volunteers. The primary goal is to obtain their contact information to keep them updated on current events and opportunities with the organization.
2. While the Program Manager/Executive Director may fill the role of Volunteer Administrator, it is highly recommended that the program recruit a qualified volunteer to fulfill the role of Volunteer Administrator.
3. Use consistent colors throughout the document (that match your logo!)

* To change colors, right click and go to either Format Object or Format Autoshape
* \*\*All colored lines in the coinciding forms are located in the Header (except for the manual itself)

1. Align forms and paragraph layout as necessary. The forms will change while adapting the handbook and documents to your organization.

* For the Volunteer Manual, try to begin each section on a new page (approximately 18-20 pages)

1. Ensure the font remains the consistent throughout the individual document. For example, the Volunteer Manual is written in Times New Roman 12pt font.
2. Host quarterly trainings so all volunteers can become familiar with one another and the organization. Discuss the impact of the organization in the downtown and the value they (volunteers) hold within the organization. This would serve as a micro-volunteer orientation.
3. Complete and provide a volunteer orientation for new volunteers. A typical orientation involves:

* Overview of the program
* Policies and Procedures
* Filling out necessary paperwork
* Overview of position and how it fits into the organization
* Expectations and guidelines overview, supervisor, time sheets, etc.
* Introducing to key members and staff
* Perhaps walking downtown and introducing volunteers with business owners
* If the volunteer will have an email address, give username and issue password (as stated in Volunteer Manual)
* Appreciation of the volunteers services (food/drinks are always a great idea)

1. Provide an annual volunteer recognition event, highlighting their accomplishments. The event should consist of thanking the volunteers for their efforts in the organization. (For more information on recognition, see page 12 in Volunteer Manual)

**NOTE:**  The Volunteer Administrator would lead the orientation and plan the recognition event.

**Sample Volunteer Descriptions**

1. Fundraising Coordinator

* The individual will be responsible for developing fundraising initiatives. The Fundraising Coordinator will be responsible for coordinating various fundraising initiatives at our organizations, event.
* Time Commitment: 5 hours/week and additional committee meetings
* Qualifications: Preferred sales/fundraising background. History working with people desired
* Will report to: Executive Director

1. Coordinator of Special Events

* The Coordinator will be responsible for planning upcoming organizational events. They will work with organizational staff and businesses to create a functional, sustainable event.
* Time Commitment: 8 hours/week and additional committee meetings
* Qualifications: People oriented and history of planning events desired.
* Will report to: Executive Director

1. Display Consultant
   * The Display Consultant will act as a liaison between the Design Committee and business owners in helping to enhance displays and façade improvements. The Display Consultant will have to design displays for holiday seasons throughout the year.
   * Time Commitment: 4 hours/ week and additional committee meetings
   * Qualifications: Creativity is a must; background in art a plus
   * Will report to: Executive Director
2. Office Administrator

* The Office Administrator will be in charge of the organization’s office, and will answer the phone, take messages, make copies, and other related organizational needs, as directed by his/her designated supervisor (typically the Program Manager/Executive Director.)
* Time Commitment: 8 hours/week
* Qualifications: history in office administration a plus
* Will report to: Executive Director

1. Community Liaison

* The Community Liaison will act as a representative of the organization throughout the year and at special events. This individual will organize community events and/or work with Promotions, Organization, and other committees to promote the organization.
* Time Commitment: 5 hours/week
* Qualifications: History with communication; people oriented
* Will report to: Volunteer Administrator

**[ORGANIZATION]**

**Adolescent Volunteer Application**

**Date:\_\_\_\_/\_\_\_\_/\_\_\_\_\_\_**

1. **Personal Information**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Birth\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last First Middle

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Street City State Zip

Parent or Guardian \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name

Telephone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Parent/Guardian

Email Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Education Information**

Are you currently attending school? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of school \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Grade \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Are you involved in extra-curricular activities? \_\_\_\_\_\_\_\_\_\_\_\_\_ If so, please list \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**III. Volunteer Experience**

Have you volunteered within the past 3 years? \_\_\_\_\_\_\_\_\_\_\_ If so, where?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Describe your duties \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other volunteer experience (briefly describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IV. Volunteer Information**

Are you volunteering to fulfill a community service requirement? Yes No

Who is requiring the community service? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of hours you have to complete \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Deadline \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How did you hear about the [ORGANIZATION]?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why do you want to volunteer with the [ORGANIZATION]?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please list special interests, skills, or hobbies: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is there a specific volunteer area in which you would like to be engaged with [ACRONYM]? \_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**V. Availability**

Would you be available for nightly meetings for the [ORGANIZATION]?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Are you available weekends for potential events as well as meetings for the [ORGANIZATION]?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**VI. Reference Information**

List a personal reference that we can contact:

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone /Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Email

If you are currently employed, please list an employment reference we can contact:

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone / Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Email

**VII. Recruitment**

Do you know of others that may like to volunteer with [ACRONYM]?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Email Address/ Phone Number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Email Address/ Phone Number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Email Address/ Phone Number

**VIII. Emergency Contact Information**

Person(s) to contact in case of emergency \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Business Cell

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, as parent/guardian of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, do hereby agree to indemnify and hold harmless the [ORGANIZATION] from any and all liability, claims or causes of action that may arise for any accidents, injuries, or illnesses that may occur to my child from his/her participation in the volunteer program. I waive any right of action I have against the [ORGANIZATION] in consideration of my child’s participation as a volunteer. I also agree that the [ORGANIZATION] has permission to use my child’s photograph or videotaped image in publicity about any [ORGANIZATION] activities.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, understand that in my capacity as a volunteer, I may come into contact with confidential information. I agree to protect this information to the best of my abilities as a volunteer and not to divulge it during or after my service as a volunteer has ended.

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| Data Entered | Position | Start Date |
| Inactive Date | Resignation Date | Reason for Resignation |
| Release Date |  | Reason for Release |

**For internal use only:**

**[ORGANIZATION]**

**Adult Volunteer Application**

**Date:\_\_\_\_/\_\_\_\_/\_\_\_\_\_\_**

**I. Personal Information**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last First Middle Date of Birth

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Street City State Zip

Telephone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Cell/Business

Email Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**II. Employment History**

Are you currently employed: Yes\_\_\_\_\_ No\_\_\_\_\_

Most recent employer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position/Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Duties Include\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other Employment Experience (briefly describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**III. Education Information**

High School: \_\_\_\_\_Diploma \_\_\_\_\_GED

Current school attending (or most recent) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Grade \_\_\_\_\_\_

Circle highest level of education completed: 1 2 3 4 5 6 7 8 9 10 11 12

Undergraduate Post-Graduate Doctorate

Please list all degrees\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IV. Volunteer Information**

Have you ever volunteered before? \_\_\_\_\_\_\_\_\_\_\_\_ If so, where? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Brief description of duties \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How did you hear about [ORGANIZATION]? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please note the skills, abilities, or interests below that are applicable to you:

\_\_\_\_\_\_\_ Marketing Experience \_\_\_\_\_\_\_ Knowledge of audio-visual equipment

\_\_\_\_\_\_\_ Promotions \_\_\_\_\_\_\_ Public Speaking

\_\_\_\_\_\_\_ Social Media \_\_\_\_\_\_\_ Editing skills

\_\_\_\_\_\_\_ Experience with computers \_\_\_\_\_\_\_ Writing Skills

\_\_\_\_\_\_\_ Experience with electronic resources

Other special interests, skills, or hobbies \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other organizations for which you **currently** volunteer? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Are you able to perform this volunteer description with reasonable accommodation?\_\_\_\_\_\_\_\_\_\_\_\_\_

**V. Availability**

Would you be available for nightly meetings for the [ORGANIZATION]?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Are you available for potential weekend events and meetings for the [ORGANIZATION]?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**VI. Background Information**

Have you ever been convicted of a felony or misdemeanor other than minor traffic violations?

Yes \_\_\_\_\_ No \_\_\_\_\_ If so, please list \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Would you be willing to undergo a background check if your area of volunteering with [ACRONYM] required it? Yes\_\_\_\_ No\_\_\_\_\_\_

Personal Reference \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone or Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Email

Professional Reference \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone or Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Email

**VII. Recruitment**

Do you know of others that may like to volunteer with [ACRONYM]?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Email Address/ Phone Number

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Email Address/ Phone Number

**VIII. Emergency Contact Information**

Person(s) to contact in case of emergency \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Business Cell

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, do hereby agree to indemnify and hold harmless the [ORGANIZATION] from any and all claims or causes of action that may arise out of performance of my assigned duties. I waive any right of action I have against the [ORGANIZATION] in consideration of my participation as a volunteer.

I also understand that in my capacity as a volunteer, I may come into contact with confidential information. I agree to protect this information to the best of my abilities as a volunteer and not to divulge it during or after my service as a volunteer has ended.

Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**For Internal Use Only:**

|  |  |  |
| --- | --- | --- |
| Data Entered | Position | Start Date |
| Inactive Date | Resignation Date | Reason for Resignation |
| Release Date |  | Reason for Release |

**[ORGANIZATION]**

**Volunteer Interview**

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Applicant Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interviewer Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Why do you want to volunteer with the [ORGANIZATION]?

2. What are your previous volunteer/work experiences?

3. What three words describe you?

4. Please describe any special skills, experiences and/or talents that would prove beneficial while volunteering with the [ORGANIZATION]:

5. What is your availability (desired time commitment) for volunteering with the [ORGANIZATION]? What type of volunteer commitment are you seeking? When could you start?

6. Are you seeking a particular position or volunteer activity within the [ORGANIZATION]? Why?

7. Would you be able to attend the next orientation and training session on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?

8. Do you have any further questions about the [ORGANIZATION]?

**[ORGANIZATION]**

**Volunteer Reference Questions**

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Applicant Name:­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Desired Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reference Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Person conducting reference check:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

”My name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I’m calling on behalf of the [ORGANIZATION]. The [ORGANIZATION] is a non-profit organization whom strives to develop the economic, cultural and historic resources of downtown [CITY] by increasing business and job opportunities. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (applicant) has expressed interest in serving as a volunteer with us and has given your name as a reference. I would like to ask you a few questions about \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (applicant); your answers are confidential and will not be shared with him/her. “

1. How long have you known the applicant? In what capacity have you known the applicant?

2. How does s/he work and/or interact with other people?

3. Is this individual a responsible and appropriate employee/volunteer in their current or previous position with your/your agency?

4. Is this individual likely to follow through on a commitment? Is s/he responsible? Do you have examples to support this?

5. The [ACRONYM] works with a variety of individuals, including business owners whom share personal and confidential information with our organization. It is critical for our organization to have volunteers who are trustworthy, respectful and maintain appropriate boundaries as needed. Do you believe \_\_\_\_\_\_\_\_\_\_\_ (applicant) possesses such qualities? Can you cite examples where \_\_\_\_\_\_\_\_\_\_\_ (applicant) displayed these traits?

6. Do you have any reservations or concerns about this individual volunteering with the [ACRONYM]?

7. Do you have any other comments? *Thank you very much for your time!!*

**[ORGANIZATION]**

**Program and Volunteer Agreement Form**

The intent of this agreement is to assure you of our deep appreciation of your services and to indicate our commitment to making your volunteer experience a productive and rewarding one.

**PROGRAM**

[ORGANIZATION], agrees to accept the services of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (volunteer) beginning:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and [ORGANIZATION] commits to the following:

1. To provide adequate information, training, and assistance for the volunteer to be able to fulfill the responsibilities of their volunteer position.
2. To ensure supervisory assistance and performance feedback to the volunteer.
3. To respect the skills, dignity, and individual needs of the volunteer and to accommodate those needs as much as possible.
4. To be receptive to any comments from the volunteer regarding ways to improve our services.
5. To treat the volunteer as a team member, who is jointly responsible to carry out the program’s goals.

**VOLUNTEER**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my abilities.
2. To follow program policies and procedures stated in the [ORGANIZATION] Program formal policy, including record keeping requirements, volunteer sensitivity and confidentiality of the program and client information.
3. To be punctual and consistent in reporting to my volunteer site, or provide ample notice so other arrangements can be made if I am unable to fulfill my role as anticipated
4. To remember that I am a team member responsible for fulfilling the program’s goals.
5. Although I’m part of a team, my supervisor, in consent with the [ACRONYM] Executive Director, has the final authority.

**AGREED TO:**

Volunteer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian (if under 18):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[ORGANIZATION]**

**Volunteer Media Release Form**

**As a volunteer, I understand that I may be included in media coverage related to my volunteer activities.**

1. I grant the [ORGANIZATION] permission to use my name, image, voice, appearance and likeness for stories, reports or advertisements that may be solicited on behalf of this organization. This may include, but is not limited to, print advertising, public service announcements, promotional videos, etc.
2. I understand that I will not be eligible for any compensation related to the production and use of my name or likeness in promotion or advertising materials.
3. If I do not wish to be photographed or interviewed for news or promotional coverage, I understand it is my responsibility to notify the program representative. It is my responsibility to remove myself from situations where my wishes might be violated.
4. I agree to waive my rights to hold this organization or its associates responsible for any loss or damage that occurs from my participation in any promotional activities.

**By signing below, I confirm that I have read, understand and will comply with this agreement.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Volunteer Signature  Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Signature (if under 18) Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Program Representative Signature  Date

**[ORGANIZATION]**

**Volunteer Dismissal Form**

**Volunteer Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Volunteer Position:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Supervisor Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**1. Reason for dismissal** *(check all the apply)*

\_\_Provided false or misleading information on volunteer application

\_\_Absenteeism

\_\_Tardiness

\_\_Unable to perform the work, physical or mentally

\_\_Inability to work with staff, clients or other volunteers

\_\_Failure to follow agency policies and procedures

\_\_Breach of confidentiality

\_\_Failure to meet job performance standards

\_\_Insubordination

\_\_Other (Please Specify:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2. Explain and give examples of behavior in reference to the above checked items:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3. Provide dates and type of counseling provided to the volunteer in attempt to correct improper** **behavior**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**4. Volunteer Dismissal Date**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**5. Name of person conducting discharge meeting**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**6. Written notice of discharge provided to:**

\_\_Volunteer \_\_Appropriate Staff \_\_Appropriate Clients \_\_Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[ORGANIZATION]**

**Volunteer Time Sheet**

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer Position: ­­­ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Team/Project:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date Job Description Location of Activity/Event Hours**

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Volunteer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[ORGANIZATION]**

**Volunteer Exit Interview**

*In attempt to make volunteering with [ORGANIZATION] a rewarding experience and improve our volunteer program, the [ACRONYM] would appreciate your assistance in identifying areas in which we could improve. Please complete and be as honest as possible in answering the following questions. The information you provide will be kept strictly confidential, but will used to enhance our program.*

1. How long did you volunteer at [ACRONYM]? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. What title did you hold? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. What type of volunteer work did you perform? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Why are you leaving? (check all that apply)

\_\_\_\_Job completed

\_\_\_\_Moving

\_\_\_\_Pursuing other interests

\_\_\_\_Felt under appreciated

\_\_\_\_Did not like job assignment

\_\_\_\_Other commitments

\_\_\_\_Time conflict

\_\_\_\_Other (please elaborate) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. What did you enjoy while volunteering with [ACRONYM]? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. What did you NOT enjoy while volunteering with [ACRONYM]? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. How would you rate your volunteer experience with [ACRONYM]?

Poor Average Excellent

1 2 3 4 5

8. Other comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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*Thank you for your assistance in completing this form and volunteering with [ORGANIZATION]. We appreciate the assistance that you have given us in trying to provide service to our community.*