

Chapter Three: Program Administration



“Before everything else, getting ready is the secret to success.”
- Henry Ford

3. Volunteer Services Program Administration

The Volunteer Services Program Coordinator or Manager has many roles. One important role is to maintain records about:

- Who is volunteering.
- What types of volunteer services are being provided.
- How many hours of service are being provided by agency volunteers.

3.1 Need for Documentation

Just as Human Resource Managers or Personnel Managers maintain records of employee performance, as the Volunteer Services Program Coordinator you need to maintain records about agency volunteers and ensure the volunteer supervisors maintain adequate records. Documentation is needed for a variety of reasons including to:

- Respond to management requests.
- Provide volunteers with documentation of their service for possible future employment.
- Compile volunteer award recommendations.
- Maintain a written record of substandard performance in case of possible termination.
- Meet accreditation mandates.

Volunteer records, as all personnel records, should be maintained in a secure area.



3.2 Types of Documentation

Ideally, the following information should be included in every volunteer's personnel file before they begin volunteer service:

- Application that includes volunteer's name, address, telephone number, e-mail address and emergency contact data.
- Parental Permission Slip, if volunteer is under eighteen years old.
- Signed Job Description or Volunteer Contract.
- Signed Volunteer Agreement.
- Signed Privacy Act Statement.
- Signed Confidentiality Statement.
- Signed Volunteer Orientation document.
- Background check results, if applicable.
- Conflict of Interest or Non-solicitation Agreement, if applicable.

Additionally, the following should be included in a volunteer's record once they have been on the job:

- Time Sheet or Service Record.
- Training records.
- Performance Reviews.
- Record of Recognition.

And when the volunteer terminates service to your agency it's nice to get:

- An exit evaluation of his or her volunteer experience at your agency.
- Letter of reference, if applicable.

3.3 Initial Documentation

When an individual expresses interest in volunteering at your agency, it's important to have a balanced exchange of information about the needs of the volunteer and the needs of your agency.



If a person contacts your agency via telephone or e-mail, it might be expedient to send information about the agency to them in the mail to complete prior to meeting in person for an initial interview. Do a brief initial screening by phone if possible and then send potential job descriptions, an application form and emergency data form for them to complete along with general information about your agency.

If an individual comes to your office without an appointment, make every effort to “squeeze them in.” Have information packets compiled. If you are unavailable or do not have time to do a complete interview, the potential volunteer can take the information packet home to complete and a screening interview can be scheduled. This way the volunteer will feel appreciated and respected from the initial contact with your agency.

3.3.1 Application and Emergency Data

At a minimum, volunteer applications need to gather:

- Demographic data.
- Emergency data.
- Volunteer interest.

Demographic data includes:

- Name.
- Date.
- Address.
- Telephone number.
- E-mail address.

Emergency data includes:

- Person’s name.
- Rate/rank if military.
- Telephone number.
- Relationship to the volunteer.



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Volunteer interest data may include:

- Reason for volunteering.
- Type of volunteer work they'd like to do.
- Previous work and volunteer experience.
- Time availability.
- Number and ages of children if child care expenses are reimbursed.

Most volunteer coordinators focus their initial interview around the application so when designing your application form make it easy to use. Some application forms also include:

- A Privacy Act Statement.
- A Confidentiality Statement.
- Questions about how potential volunteers learned about your agency.

A few sample application forms follow:



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Volunteer Application sample 1 from FFSC Brunswick, Maine.

**Fleet and Family Support Center
Naval Air Station, Brunswick, Maine
Volunteer Application**

Last Name _____ First Name _____ MI: _____
Address: _____

Home Telephone: _____ Work Telephone: _____
Start Date: ____ / ____ / ____ End Date: ____ / ____ / ____

Personal Information

Social Security Number ____ - ____ - ____ Birth Date ____ / ____ / ____
Spouse's Name: _____
(If military, include rank, branch, and duty section)

Emergency Notification: _____

(Name, Telephone Number, Relationship, Address)

Military Status:

Active Duty Reserves Retired Other: _____

Civilian Status:

Military Family Member Federal Employee Other: _____

Education Level:

High School Some College College Degree Advanced Degree

Degrees, Licenses, Certifications: _____

Work/Volunteer experience: _____

What volunteer jobs are you most interested in? _____



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Administrative Information

Privacy Act Signed: Yes No

Volunteer Application Screened for Placement: _____ / _____ / _____

Volunteer Orientation: _____ / _____ / _____

Volunteer Information Sheet Updated: _____ / _____ / _____

Volunteer Job Training: _____

Volunteer Award(s): _____

Volunteer's Responsibility to Fleet & Family Support Centers

- To complete a volunteer Application and return it to the Volunteer Coordinator.
- To be interviewed by the Volunteer Coordinator.
- To be sincere in offering service and be willing to commit oneself for a specific service and period of time.
- To follow agency policies, procedures, and guidelines.
- To maintain the same responsibility toward sensitivity of case records as paid staff. Violation of Privacy Act requirements will result in termination of volunteer service.
- To accept the guidance and decisions of the Volunteer Coordinator or supervisor.
- To follow procedures outlined by their supervisors in case of illness or if unable to perform their duties.
- To maintain accurate records of the volunteer hours completed and any training received. A record of accumulated hours will be documented and reported to the Volunteer Coordinator by the last working day of each month.
- To inform the Volunteer Coordinator and supervisor when terminating volunteer service.



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Volunteer Application sample 2 from FFSC San Diego, CA.

**Volunteer/Intern/Work Study
Information Form**

This information will be kept confidential and is for official purposes only.

Today's Date: _____

Full Name: _____ Rank: _____
(If applicable)

Please circle one of the following:

- Are you: ACTIVE DUTY
 RESERVIST
 NAVY SPOUSE
 NAVY DEPENDENT
 RETIREE
 OMBUDSMAN

If applicable, what command are you or your spouse associated with:

Home Address: _____

Mailing Address (if different from above):

Home Phone: _____

Additional Contact Phone Numbers: _____

E-Mail Address: _____

Emergency Contact Person: _____

Phone Number(s): _____

Address: _____



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Month & Day of Birth: _____

SCHEDULE

What hours and days of the week are you available?

MONDAY: _____

TUESDAY: _____

WEDNESDAY: _____

THURSDAY: _____

FRIDAY: _____

Please circle where you'd like to volunteer:

Naval Base, San Diego (32nd Street)

Naval Air Station, North Island (Coronado)

Naval Base, Pt. Loma

EDUCATION

Please fill in all applicable information.

SCHOOL NAME: _____

CITY/STATE: _____

DATE GRADUATED: _____

SCHOOL NAME: _____

CITY/STATE: _____

DATE GRADUATED : _____

What types of courses interest you? _____

Additional Education: _____



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WORK EXPERIENCE

If applicable, please fill in information about your current employer.

COMPANY NAME: _____

POSITION TITLE: _____

ADDRESS: _____

PHONE: _____

What type of work do you do or have you done in the past?

What type of work interest you?

SKILLS & INTERESTS

Please be specific. We hope to tailor your volunteer experience to the skills you have and wish to acquire/build.

Please list your office skills and level of competence:

Please list any additional skills: _____

What skills are you looking to build?

Examples: Microsoft Office, Typing, Customer Service

What type of education/experience can we help you acquire through your time at the Fleet and Family Support Center?

Thank you!



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Educational Background:

Previous Volunteer Experience:

Is there a specific type of volunteer work in which you are interested?

II. AVAILABILITY

At what times are you available to volunteer?

- Flexible
- Mornings
- Afternoons
- Evenings
- Weekends
- Other: _____

Are there times when you are not available to work?



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For what length of time would you be available?

Other pertinent information:

SIGNATURE: _____

DATE: _____

For Volunteer Coordinator Use Only

Placement Agency: _____

POC: _____

Phone: _____

Agency Contact Information: _____

Notes: _____



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Volunteer Application sample 4 from MCCA 29 Palms, CA.

**Community Services
Volunteer Program Application**

Date _____
(Mo Day Yr)

Last: _____

First: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Birthday: ____/____/____

Are you (circle one): Active Duty Spouse Retired Military

Other: _____

In case of emergency, notify:

Name: _____

Phone: _____ Relation: _____

(if active duty, include rank/unit): _____

Time Available (circle) Morning Afternoon

Days Available (circle) Mon Tues Wed Thur Fri

Date you can start your volunteer assignment: _____

List previous work experiences (volunteer or paid) that would be helpful in working with people:



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Type of work: _____		
Organization: _____ _____		
Dates: _____ _____		
Are you fluent in a second language? (circle) No Yes		
If yes, which language? _____		
Is it necessary for you to limit your physical activity in any way? (circle)		
No Yes If yes, please state reason (pregnancy, etc.): _____		
For Office Use Only		
Interview Date: _____ Program: _____		
Starting Date: _____ Ending Date: _____		
Evaluation Dates: _____ _____		
Volunteer Orientation Level: _____ _____		
Program: _____		
Heard of:	Y	N
Attended:	Y	N
Result:	Y	N
Family Readiness:	Y	N
LINKS:	Y	N
Community Orientation:	Y	N
PREP:	Y	N



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Parental Permission form sample 2 from the U.S. Army.

Parental Permission	
For use of this form, see AR 608-1; the proponent agency is OACSIM	
SECTION I	
<p>I, _____ <input type="checkbox"/> parent <input type="checkbox"/> guardian, give my permission for _____ (name of child), to volunteer at _____ (name of agency/activity) on _____ (installation) on _____ (date or day of week) from _____ (time).</p> <p>I understand that my child will be performing the following volunteer services:</p> <p>_____</p> <p>_____</p> <p>_____ (Description of volunteer service performed)</p>	
SECTION II - FOR APPROPRIATED FUND ORGANIZATIONS	
<p>I understand _____ (name of child) will be performing as a volunteer and he or she is not, because of these services, an employee of the United States Government or any instrumentality thereof (except for certain pur- poses relating to criminal conflicts of interest, the Privacy Act, tort claims and work- man's compensation coverage concerning incidents occurring during the perform- ance of approved volunteer service as specified in 10 USC Section 1588(d)(1)) and shall receive no present or future salary, wages, or related benefits as payment for these volunteer services.</p>	
TYPE/PRINTED NAME OF PARENT OR GUARDIAN	
SIGNATURE OF PARENT OR GUARDIAN	DATE (YYYYMMDD)
SECTION III - FOR NON-APPROPRIATED FUND ORGANIZATIONS	
<p>I understand _____ (name of child) will be performing as a volunteer and he or she is not, because of these services, an employee of the United States Government or any instrumentality thereof (except for certain pur- poses relating to criminal conflicts of interest, the Privacy Act, tort claims and work- man's compensation coverage concerning incidents occurring during the perform- ance of approved volunteer service as specified in 10 USC Section 1588(d)(2)) and shall receive no present or future salary, wages, or related benefits as payment for these volunteer services.</p>	
TYPE/PRINTED NAME OF PARENT OR GUARDIAN	
SIGNATURE OF PARENT OR GUARDIAN	DATE (YYYYMMDD)



3.3.3 Position Descriptions

Position descriptions should be written and available for all volunteer positions.

Many of these position descriptions are routine and are available for potential volunteers to review if they are unsure of the type of volunteer work they are interested in performing. For one time or unique volunteer tasks, a position description should be created by the staff member who will be supervising the volunteer in conjunction with the volunteer coordinator and the volunteer.

Position descriptions at minimum include:

- Position title.
- Supervisor.
- Description of duties.
- Time requirement.
- Qualifications.
- Training required.

Ensure the volunteer and supervisor read and sign the position description. Any additions or changes to the volunteer's job should be noted on the position description.

Many potential problems can be prevented if a clear job description is created and the staff supervisor and volunteer are clear on what their responsibilities are.

A guide for writing Volunteer Position Descriptions to advertise follows:



Job Title

Date: The date that the volunteer job is posted.

Agency: Your agency, program or organization and phone number.

Major Duties: List all major duties required of this position.

Hourly Commitment: List the number of hours per week/month required to complete the job. If you are looking for a set schedule, state the schedule, but remember, set schedules tend to deter volunteers.

Assignment Length: List the length of time it will take to complete the task. If it is an on-going job, just list it as flexible.

Training Provided: Always include an orientation to your program. Also, where needed, list all the necessary training required to perform the job proficiently.

Education or Experience Required: List the necessary experience and/or education needed to properly perform the job.

Advancement Opportunities: If you have a program with the possibilities of advancement for the volunteer, let them know.

Work Location: This is where the volunteer will actually be stationed.

Restrictions: List any restrictions that might get in the way of the volunteer performing his/her job. For example, weight lifting restrictions, driver's license, etc.

Use of Government Vehicles: Mention whether or not the regular use of a motor vehicle, private or government owned, or leased is required and specific duties while using the vehicle.

Point of Contact: This is where the volunteer coordinator or person responsible for "hiring" name goes.



3.3.3.1 Sample position descriptions

Write and have on hand typical volunteer position descriptions for your program. Several sample position descriptions follow:

Position Description sample 1 from U.S. Army.

Army Community Service Job Description

UPDATED: 30 April 2004

POSITION TITLE: ACS Program Support

PROGRAM: Army Community Service (ACS)

SUPERVISOR: ACS Officer

GOAL OR OBJECTIVE: To assist in the day-to-day activities of the ACS Office.

DESCRIPTION OF DUTIES:

1. Assist ACS Central Intake as needed.
2. Assist with marketing as needed (i.e. Health Fair, AFTB classes, etc.)
3. Assist with special projects as needed.

TIME REQUIRED:

The volunteer's schedule is flexible, based on mutual agreement of the ACS Officer.

QUALIFICATIONS:

1. Excellent customer service skills.
2. Knowledge of ACS personnel and programs.
3. Basic computer skills.
4. Motor vehicle not required.

TRAINING:

1. Office procedures and computer skills.
2. Good communication skills.

SUPERVISION AND EVALUATION:

The ACS Officer supervises the volunteer.



Position Description sample 2 from FFSC San Diego, CA.

Command Support Program Volunteer

Position Title: Command Support Volunteer

Reports to: Command Support Supervisor

Summary: The Fleet and Family Support Center (FFSC) Command Support Volunteer assists Command Support Department in providing deployment and homecoming information, Ombudsman and Volunteer Program support, Command Representative Program management, administration of the Return and Reunion Program, and Personal Improvement classes. The Command Support Volunteer may assist in organizing materials for training, assist in coordination of special events, and other organizational or administrative projects.

Qualifications:

- Military family member, retiree, or other eligible base patron.
- Active duty military may only volunteer in their off-duty status, and as approved by the FFSC Director.
- Prefer experience or education in the fields of education, human/social services or related field OR plans to pursue education in these fields.
- Prefer military lifestyle experience (personal or professional).

Skills:

- Interpersonal skills: Understands group dynamics; demonstrates self-awareness as well as empathy/sensitivity to others. Demonstrates the ability to embrace the military environment.
- Oral/written communication skills: Communicates verbally and in writing in a clear, concise manner, and effectively conveys ideas. Volunteer should be able to produce, or desire to achieve, an appropriate professional level of writing.
- Organizational skills: Demonstrates the ability to manage multiple priorities, illustrates attention to detail, and shows evidence of ability to meet deadlines.
- Customer service: Articulates an understanding of FFSC staff needs and responding to identified needs in an appropriate capacity. All work is done under the direct supervision of the Mobility Services Supervisor of Information and Referral staff members.
- Technical Skills: FFSC has fully integrated technology into its service delivery model. Volunteers may be asked to use or develop skills using appropriate software programs such as Microsoft Word, Outlook, Power Point, and other data collection programs.



Responsibilities:

- **Ombudsman Program Support:** Under the direct supervision of the Ombudsman/Volunteer Coordinator, the Volunteer may update presentations for Ombudsman training, research various training topics, and assemble folders of materials for distribution during training. The Command Support Volunteer may also assist in verifying the accuracy of the Ombudsman Careline roster, under the direct supervision of the Ombudsman Coordinator.
- **Standard Operating Procedure (SOP) Development:** The Command Support Volunteer may assist with the organizing and formatting of functional SOPs and curriculum, in consultation with the Command Support Supervisor and Command Support staff.
- **Special Events Coordination:** The Command Support Volunteer may provide administrative assistance in coordinating Ombudsman or FFSC Volunteer appreciation events, special training and conferences, and other special projects as needed.
- **Command Representative Program:** The Command Support Volunteer may support the Command Representative Program by creating files, filing contacts, deleting nonexistent commands and files, and other administrative projects, under the direct supervision of the Command Support Supervisor.
- **Deployment & Homecoming Programs:** The Command Support Volunteer may assist in updating and verifying the accuracy of information presented in FFSC Deployment & Homecoming flyers. The Command Support Volunteer may also organize handouts for briefs and Return & Reunion trips, as needed. In addition, the Command Support Volunteer may research available information regarding deployment and its affect on military families.
- **Personal Improvement Classes:** The Command Support Volunteer may assist with the preparation for Personal Improvement Classes, including organizing handouts and assembling packages for participants.
- **Volunteer Program Support:** The Command Support Volunteer may assist in special projects regarding Volunteer Program Support, under supervision of Volunteer Coordinator.
- **Office Administration:** The Command Support Volunteer may assist with filing, shredding, organization, and other office projects as necessary.



Position Description sample 3 from FFSC Whiting Field, FL.

Volunteer Administrative Assistant

Introduction

This position is located in the Family Service Center (FSC). This position provides administrative and ADP assistance to the Program Manager of the Transition Assistance Management Program (TAMP). This position is a VOLUNTEER POSITION. The incumbent of this or any other Volunteer position aboard NAS Whiting Field accepts Volunteer position with the understanding that Volunteer positions are NOT a direct avenue to a paid position.

MAJOR DUTIES AND RESPONSIBILITIES

1. Receives visitors and callers and ascertains the nature of their business. Personally responds to routine and non-technical request for information. Refers visitors and callers to the appropriate staff member.
2. Receives request for information, advises when the information can be furnished, and provide it personally from files and records or follows up with staff to see that it is provided.
3. Arranges for meetings and conferences, including selecting mutually satisfactory time, reserving meeting rooms.
4. Establish work priorities in planning and organizing the work of the office. Provide assistance and advise regarding administrative policies and procedures to others as needed.
5. Assist as needed in the preparation of correspondence and data collection. Support operations and procedures for the receiving, compiling, verifying and editing reports.

KNOWLEDGE REQUIRED BY POSITION

1. General knowledge of mission, objective, terminology and chain of command used in the Family Service Center.
2. General knowledge of mission of the U.S. Navy.
3. Knowledge of grammar, spelling, punctuation, and correspondence rules.
4. Ability to exercise mature judgment in all person-to person contacts.
5. Skill in operating a typewriter, computer and word processing equipment.

SUPERVISORY CONTROLS

The supervisor defines the major priorities of the office and explains special assignments. The incumbent plans and carries out the day-to-day work of the office independently, referring only very unusual office problems to the supervisor or to the Family Service Center Director.

PERSONAL CONTACTS

Contacts include military member and their families, DOD, other services, and various civilian agencies.



Position Description sample 4 from Goodfellow AFB in Texas.

**VOLUNTEER DUTY DESCRIPTION
GOODFELLOW AFB**

VOLUNTEER RESOURCE PROGRAM (VRP)

AGENCY: 17 MSS/DPF FAMILY SUPPORT CENTER

POSITION TITLE: FAMILY EMPLOYMENT / CAREER FOCUS ASSISTANT

DUTIES: TYPING, COMPUTER INPUT, FILING, DESIGNING PROGRAMS AS NEEDED, ASSISTANCE WITH CUSTOMERS IN JOB SEARCH, RESUME WRITING, MAINTAINING HAND OUTS, COMPLETING JOB FORM FROM TELEPHONE CALLS FROM EMPLOYERS LOOKING FOR EMPLOYEES, ASSISTANCE WITH CUSTOMERS ON COMPUTER PROGRAMS INPUT.

QUALIFICATIONS REQUIRED: CUSTOMER ORIENTED, ABLE TO TYPE AND HAVE SOME COMPUTER KNOWLEDGE, CREATIVE.

TIME COMMITMENT: AT LEAST 10 HOURS PER WEEK

TRAINING OFFERED: COMPUTER, AND ON GOING AS NEEDED

BENEFIT FOR VOLUNTEER: WORKING WITH FAMILY MEMBERS WHO ARE SEEKING EMPLOYMENT, EXPERIENCE CAN BE PLACED ON A RESUME, GIVING KNOWLEDGE ABOUT WHAT THE FAMILY SUPPORT CENTERS HAVE TO OFFER.

SUPERVISOR: Terrance Stuart

AGENCY CONTACT: Terrance Stuart
(Name, telephone number)

AGENCY REPRESENTATIVE



3.3.4 Volunteer Agreement or Contract

A volunteer agreement or contract ensures your volunteer has a clear understanding of when and what type of work is expected of him or her at your agency. Many volunteer coordinators indicate volunteers aren't as committed to their jobs as the agency would like them to be. Using a contract is one way of possibly increasing a volunteer's commitment as many people feel more compelled to do something they've agreed to do in writing.

Volunteers are considered employees of the Federal Government for the purposes of tort claims and compensation for work-related injuries provided they have signed a volunteer agreement registering themselves as volunteers of your agency.

3.3.4.1 Volunteer Agreement or Contract

Two sample Volunteer Agreements follow:



Volunteer Agreement sample 1 from FFSC Rota, Spain.

Fleet And Family Support Center Volunteer Agreement

The Volunteer Program will offer the opportunity to develop work skills and gain experience while working in a professional environment.

As a condition for acceptance in the Volunteer Program, I agree to the following:

1. If circumstances necessitate withdrawal from the program, I agree to notify the FFSC Volunteer Coordinator and my volunteer work site supervisor as soon as possible.
2. To report to work as scheduled. If unable to report to work, I will notify my volunteer work site supervisor as soon as possible.
3. To complete a time sheet at the end of each month and have it signed by my supervisor. I will then turn in the signed time sheet to FFSC Volunteer Coordinator at the end of the month.
4. To fill out and return all volunteer questionnaires that I will receive throughout the Volunteer Program.
5. I understand that there will be no monetary compensation for the time I spend in the Volunteer Program. I will be exchanging my time for work experience.

Volunteer Signature:

FFSC Volunteer Coordinator Signature:

Date:



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Volunteer Agreement sample 2.

VOLUNTEER AGREEMENT FOR			
<input type="checkbox"/> APPROPRIATED FUND ACTIVITIES	<input type="checkbox"/> NONAPPROPRIATED FUND ACTIVITIES		
PRIVACY ACT STATEMENT			
AUTHORITY: Section 1588 of Title 10, U.S. Code and E.O. 9397.			
PRINCIPLE PURPOSE(S): To document voluntary services provided by an individual, including the hours of service performed and to obtain agreement from the volunteer on the conditions for accepting the performance of voluntary service.			
ROUTINE USE(S): None			
DISCLOSURE: Voluntary; however failure to complete the form may result in an inability to accept voluntary services or an inability to document the type of voluntary services and hours performed.			
PART I - GENERAL INFORMATION			
1. TYPED NAME OF VOLUNTEER <i>(Last, First, Middle Initial)</i>		2. SSN	3. DATE OF BIRTH (YYMMDD)
4. INSTALLATION		5. ORGANIZATION/UNIT WHERE SERVICE OCCURS	
6. PROGRAM WHERE SERVICE OCCURS		7. ANTICIPATED DAYS OF WEEK	8. ANTICIPATED HOURS:
9. DESCRIPTION OF VOLUNTEER SERVICES			
PART II - VOLUNTEER IN APPROPRIATED FUND ACTIVITIES			
10. CERTIFICATION			
I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services, tort claims, the Privacy Act, criminal conflicts of interest, and defense of certain suits arising out of legal malpractice. I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers and agree to participate in any training required by installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services that I will be providing.			
a. SIGNATURE OF VOLUNTEER		b. DATE SIGNED (YYMMDD)	
11a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE	c. DATE SIGNED (YYMMDD)	
PART III - VOLUNTEER IN NONAPPROPRIATED FUND INSTRUMENTALITIES			
12. CERTIFICATION:			
I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services and liability for tort claims as specified in 10 U.S.C. Section 1588(d)(2). I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers and agree to participate in any training required by installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services that I will be providing.			
a. SIGNATURE OF VOLUNTEER		b. DATE SIGNED (YYMMDD)	
13a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE	c. DATE SIGNED (YYMMDD)	
PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR			
14. AMOUNT OF VOLUNTEER TIME DONATED		15. SIGNATURE	16. TERMINATION DATE (YYYYMMDD)
a. YEARS <i>(2,087 hours=1 year)</i>	b. WEEKS		
17a. TYPED NAME OF SUPERVISOR <i>(Last, First, Middle Initial)</i>		b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)

DD FORM 2793, FEB 2002

PREVIOUS EDITION IS OBSOLETE. Exception to Standard Form granted by Office of Personnel Management (OPM) waiver.



3.3.5 Privacy Act and Confidentiality

Both professional staff and volunteers have to abide by strict rules of confidentiality for clients. This is usually addressed when staff and volunteers are oriented. Volunteer and staff personal information is protected as well under the Privacy Act. A signed copy of a Privacy Statement included in a volunteer's personnel files assures the topic is discussed with the volunteer should there be any problems regarding confidentiality in the future. Many installations have the volunteer sign a confidentiality statement as well to emphasize the need to maintain client confidentiality. Following is an example of a privacy form that also addresses the issue of client confidentiality as well as a statement of volunteer rights.

A sample combined Privacy Act statement, confidentiality and volunteer rights form follows:



Privacy Act sample from FFSC Hampton Roads, VA.

Privacy Act Statement for Volunteers

1. **LEGAL AUTHORITY FOR REQUESTING INFORMATION FROM YOU:** 5 U.S.C. Sect. 301 allows the Secretary of the Navy to make regulations for the Department of the Navy. One of those regulations, SECNAVINST 1764.1A Department of the Navy Family Support Program, established the Navy Family Service Center (Fleet and Family Support Center) Program. 10 U.S.C. SECT. 1588 allows the Secretary of the Navy to accept volunteer services to assist the Family Support Center Program.
2. **PRINCIPAL PURPOSE FOR WHICH YOUR INFORMATION WILL SERVE:** To supervise your performance as a volunteer in the Fleet and Family Support Center Program.
3. **ROUTINE USES WHICH MAY BE MADE OF YOUR INFORMATION:** In addition to using information you give us for the “principal purpose” given above, your information may be used for one or more of the “routine uses” listed in the Federal Register Notice for this system (including the blanket routine uses that are applicable to all Navy Privacy Act systems of record). This Federal Register notice is available here at the Fleet and Family Support Center for you to see if you wish. Three of the more important routine uses are:
 - a. Disclosure to the appropriate federal, state, local or foreign agency charged with enforcing law, where Fleet and Family Support Center records indicate that a violation of the law may have occurred.
 - b. Disclosure of certain foreign authorities in connection with international agreements, including Status of Forces Agreements (SOFAs); and
 - c. Disclosure to the Department of Justice for litigation purposes.
4. **DISCLOSURE IS VOLUNTARY:** You need not disclose any information to us, however, failure to provide this information will prevent us from being able to assign you duties as a volunteer in the Fleet and Family Support Center Program.

I have read and I understand the above Privacy Act statement and the uses of the information which I may provide. The contents of the Privacy Act have been explained to me.

Date

Volunteer Signature

Date

Volunteer Program Manager's Signature



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CONFIDENTIALITY STATEMENT

To maintain the trust of the staff as well as individuals seeking assistance from Fleet and Family Support Centers of Hampton Roads, I agree to keep confidential any information about individuals and organizations served by FFSC, shared with me or overheard in the course of my volunteer service.

Date

Volunteer Signature

Date

Volunteer Program Manager's Signature

STATEMENT OF UNDERSTANDING

As a volunteer for Fleet and Family Support Centers of Hampton Roads (FFSC), I understand that I am making a commitment of time and talent to respond to the needs of active duty, retired service members, and their families. My work will expand and enhance the many educational programs and support services offered by FFSC.

I understand that I have the following rights:

- to be treated as a co-worker
- to be offered a position that meets my needs and the needs of the center
- to be provided a written job description of my position
- to have annual evaluations of my volunteer performance
- to be given guidance and direction
- to be offered a variety of volunteer experiences
- to discuss suggestions or concerns with my supervisor or the Volunteer Program Manager
- to be informed of agency policies that pertain to my position
- to be trained and attend relevant staff training

I understand that I have the following responsibilities:

- to abide by agency policies and procedures
- to carry out duties promptly and reliably
- to be open to guidance and direction from my supervisor and/or Volunteer Program Manager
- to participate in orientation, training, and volunteer meetings
- to maintain a professional working relationship with staff
- to work my agreed schedule and to notify my supervisor if unavailable for any scheduled time
- to abide by the Privacy Act and Confidentiality Statement

I have read the above Statement of Understanding and acknowledge that non-compliance may result in termination of my volunteer services. I agree to notify my supervisor if I am unable to fulfill my volunteer commitment.

Volunteer Name (Printed)

Volunteer Position

Position

Volunteer Signature



3.3.6 Volunteer Orientation Document

Whether in a formal classroom environment or on the job training, all volunteers should be thoroughly oriented to your agency and to their job. It's important to document all training received by volunteers and include this documentation in the volunteer's personnel files. More on this topic will be covered in Chapter Five: Orientation and Training.

3.3.7 Background Check

Background checks and line of sight requirements are required for staff and volunteers who work with children and vulnerable adults. Background checks protect your clients and your agency. Checks may include reviews of:

- Military and local police records.
- Involvement in drug and alcohol abuse.
- Involvement in family violence.

Talk with your supervisor or agency director about procedures for doing background checks within your organization.

3.3.8 Conflict of Interest Agreement

Volunteers, or staff, may not use their position within a government agency for personal gain. Volunteers who have a personal business should be asked to sign an agreement not to solicit at your agency. Examples of soliciting that should not be allowed include:

- Selling cosmetics, baskets, scrap booking supplies, etc.
- Taking orders for products.
- Distributing business cards.
- Providing information about a business during a presentation.
- Hanging posters or distributing flyers about a private business.

3.3.8.1 Conflict of Interest Agreement

Two sample Conflict of Interest Agreements follow:



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Conflict of Interest Agreement sample 1 from FFSC San Diego, CA.

**Zeiders Enterprises, Inc.
Fleet and Family Support Center, San Diego
Volunteer/Work Study Conflict of Interest Form**

I, _____, understand that the Fleet and Family Support Center's (FFSC) programs and services are provided under contract by Zeiders Enterprises, Inc. I also understand that because of contract operations, all services I provide as a volunteer must be within the guidelines of the FFSC Contract and within the parameters of Federal Contract Law. By abiding by these requirements, I am agreeing to support a code of ethics that prohibits conflict of interest and ethical misconduct on my part and, as it applies to volunteer services.

I understand that in order to avoid conflict of interest situations, I agree to meet the following requirements:

1. I will not use my volunteer position to sell products and/or goods to military personnel or their families.
2. I will not use my volunteer position to pass out business cards or otherwise solicit business I or others known to me engaged in. I understand I cannot receive or be perceived as receiving financial gain, indirectly or directly, via my role as a volunteer.
3. I will respect the ombudsman code of ethics, and if I am functioning as an ombudsman at the same time I am holding a volunteer position at the FFSC, I will refer individuals from the command I serve (as an ombudsman), to other volunteers and providers.
4. I will respect the rule of confidentiality as it is defined by the FFSC San Diego.
5. I will identify any concerns I may have regarding conflict of interest and/or any questions I have about "unusual" situations to my immediate FFSC supervisor for clarification and direction.

Volunteer Signature

Date:

Witness Signature

Date:



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Conflict of Interest Agreement sample 2 from FFSC Yokosuka, Japan

**FLEET AND FAMILY SUPPORT CENTER
PSC 473 BOX 116
FPO AP 96349-0116
External Presenter Agreement**

FROM: Director, Fleet and Family Support Center, Yokosuka
TO: Undersigned Presenter

SUBJ: External Presenter Agreement

1. _____ has agreed to present _____ on _____ for Yokosuka Fleet and Family Support Center (FFSC).
2. As a presenter for the FFSC, you will not promote or solicit private business belonging to yourself or others. This includes any mention of employment or contact numbers for future client contact. You are also requested not to pass out any handouts with your business address or telephone number or business cards. A copy of all handouts should be provided to the Program Coordinator and Spouse Employment Assistance Program Manager.
3. If any of your class attendees request future contact with you, please refer them to our Program Coordinator who will then set up a contact for you.
4. The FFSC will do all the advertising and class sign-ups for your class. Please refer all interested people to the FFSC. We have a limited amount of space to conduct our classes and need to keep track of our class size.
5. Statistics for each class, which include number of participants and class evaluations, will be forwarded to the Program Coordinator or FFSC point of contact on the same day of the workshop.
6. Thank you for presenting for the Yokosuka FFSC.

Presenter's Signature

Date

Program Coordinator's Signature

Date



3.3.9 Name Tag

All staff including volunteers should wear name tags. Many volunteers start with paper name tags. Be sure to include the individual's first and last name. If job titles are included on name tags at your agency, do the same for the volunteer. Please don't include the word "volunteer" on the name tag. Agency customers do not care if information or service provided to them was by a staff member or a volunteer as long as the information or service was accurate and provided in a prompt and courteous manner.

3.4 Maintenance Documentation

Once a volunteer begins his or her duties, documentation of work should be added to his or her personnel records. Review each volunteer's personnel records at least annually to ensure adequate documentation is included.

3.4.1 Time Sheet or Service Record

Most organizations gather data about the type of work and the number of hours of work performed by volunteers on a monthly or quarterly basis. Most organizations ask their volunteers to tabulate this information and forward to the volunteer coordinator to write a report for the agency.

Many volunteer coordinators indicate gathering this simple data is one of the most frustrating aspects of their job as volunteers simply do not provide the information. Make data reporting as easy as possible for your volunteers. Make forms easy to understand and simple to use. Consider doing data collection electronically since most individuals have access to computers. At the very least send an electronic reminder to volunteers to submit their data.

3.4.1.1 Time Sheet or Service Record

Sample timekeeping forms follow:



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Time Card sample 1, from MCCS Camp Pendleton, CA.

VOLUNTEER SIGN IN/OUT SHEET

Volunteer Name: _____

Department: _____ Phone No.: _____

Supervisor's Name: _____

DATE	TIME	TIME	SUPERVISOR'S SIGNATURE

Total hours for this sheet: _____

I hereby verify that the information stated above is accurate.

Volunteer's Signature



3.4.2 Training Records

Orientation and ongoing training received by a volunteer should be documented in the volunteer's personnel file. More about training will be covered in Chapter Five: Orientation and Training.

3.4.3 Performance Reviews

Performance reviews and sample formats are discussed in Chapter Six: Volunteer Management.

3.4.4 Recognition Documentation

Most organizations host some type of volunteer appreciation event during April, Volunteer Appreciation Month. Don't let that be the only time you recognize your volunteers' efforts. Volunteers need to be recognized throughout the year. More information on volunteer recognition is included in Chapter Seven: Recognition. Keep some type of tracking system to determine how often you've acknowledged the efforts of your agency volunteers.

3.5 Termination Documentation

When a volunteer leaves your agency, provide a letter of reference for future volunteer or employment endeavors and get feedback from the volunteer about his or her experience as a volunteer at your agency. Exit interviews and surveys are discussed in Chapter Seven: Program Evaluation.

3.5.1 Letters of Reference

As volunteers gain skills and confidence from working at your family support program many will want to move on to paid employment and will ask for a letter of reference from you. This is another reason it's good to have thorough files on your volunteers. Be aware of your agency's policy on providing letters of reference as many civilian employers now only provide minimal data about an individual's employment history. Data usually provided includes:

- Length of service.
- Job title.
- Type of work.

Should your agency allow you to write letters of reference be sure to include:

- The person's name.



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- Type of volunteer work performed.
- Length of service.
- Your role in the organization.
- Quantified results of their volunteer service.
- Positive personal characteristics.
- Your recommendation to hire the individual.

Maintain a copy of your recommendation letter in the volunteer's file.

How long should you maintain records on volunteers who have left your organization? Most agencies agree one year is long enough, but check with your supervisor to determine procedures for your organization.

3.6 Reporting Requirements

Reporting requirements vary by service branch and even by programs within the service. The Marine Corps requests quarterly statistics to be submitted to headquarters regarding their LINKS and Key Volunteers.

Army Community Service Centers require volunteer managers to report to the installation volunteer coordinator using the following form:



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Volunteer Hours for the Month of: _____		
Organization Name: _____		
Active Duty volunteers	Persons: _____	Hours: _____
Active Duty family member volunteers	Persons: _____	Hours: _____
Civilian volunteers	Persons: _____	Hours: _____
Retired military volunteers	Persons: _____	Hours: _____
Retired family member volunteers	Persons: _____	Hours: _____
Youth volunteers	Persons: _____	Hours: _____
Total:	Persons: _____	Hours: _____
New Active Duty volunteers	Persons: _____	
New Active Duty family member vol.	Persons: _____	
New Civilian volunteers	Persons: _____	
New Retired military volunteers	Persons: _____	
New Retired family member volunteers	Persons: _____	
New Youth volunteers	Persons: _____	
Total:	Persons: _____	

3.7 Other tools

There are a variety of hard copy of electronic forms that can be created to help you manage your volunteer program. However, be careful not to create too many forms which could make managing your program cumbersome. Some examples follow:

Request for Volunteers Form

It might be helpful to have a tool for your staff to use to request a volunteer. This would encourage your staff to have thoroughly thought through how they will use the volunteer. It is also helpful if you work in a large family support program or one with multiple locations. The following is a sample from the U.S. Army Volunteer Handbook.



Staff Request for Volunteer Assistance

Date of Request _____ Department _____
Staff Contact _____ Phone _____

BRIEF DESCRIPTION OF WORK TO BE PERFORMED:
(Give both goal of the job and examples of activities to be performed)

QUALIFICATIONS SOUGHT:
(Include both skills & attributes needed to perform the work, & any items that might disqualify an applicant)

WORKSITE

TIMEFRAME

HOURS PREFERRED
Flexible to availability of volunteer you needed:

LENGTH OF COMMITMENT SOUGHT

Open ended Minimum of: _____

One-time

When do you want this job to start? Upon Availability of Start

NUMBER OF VOLUNTEERS SOUGHT FOR THIS POSITION:
Please return this form to: Name: _____
Address: _____

We will be happy to work with you in completing this form. Call us at XXX-XXXX if you would like assistance in developing new volunteer jobs or in learning more about working effectively with volunteers.



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A sample of a form used to secure governmental approval of a volunteer at a family support program that is primarily comprised of contract staff from FFSC Hampton Roads follows:

Volunteer Placement Summary

Volunteer Placement Summary

Date: _____

To: _____

From: Volunteer Program Manager

Subj: VOLUNTEER PLACEMENT

Name: _____

Volunteer Position: _____

Unit: _____

Supervisor: _____

The above named volunteer has submitted an application and completed an initial interview. He/she is being referred for placement.

Education/Skills/Qualifications:



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Goal/Objective for volunteering:

Schedule:

Monday Tuesday Wednesday Thursday Friday

Volunteer Placement Checklist:

- Review Volunteer Placement Summary
- Arrange interview within one week
- Notify Volunteer Program Manager of date and time of interview
- Assigned to an acceptable placement
- Referred for alternative placement

Volunteer: _____

Volunteer Supervisor: _____

Please return this form to the Volunteer Program Manager at this time.

Placement:

Unit: _____

Position: _____

Supervisor: _____

Final Approval:

_____ has completed the Fleet and Family Support Centers of Hampton Roads screening/ interview process. He/she has met the criteria, and the placement is being forwarded for final approval.

Volunteer Program Manager

Chief of Services

Site Manager

Revised March 2004



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“One thing I know: the only ones among you who will be really happy are those who will have sought and found how to serve.”

- *Albert Schweitzer*

