

CITY OF CALDWELL

VOLUNTEER PROGRAM POLICY

PURPOSE

The purpose of this policy is to define standards associated with the use of volunteers.

SCOPE

This policy applies to all departments. A volunteer covered by this policy is an individual who regularly provides assistance to a department in the completion of department activities or in daily operations, or individuals in a short-term community event.

BENEFITS

Volunteers

- As you contribute your time and skills, we hope you enjoy your volunteer work and reach the goals you set when you decide to become a volunteer, such as:
 - Gaining personal satisfaction by helping others
 - Acquiring and exercising skills that can lead to new employment opportunities
 - Learning first-hand about City government and services
 - Making a difference in someone's life
 - Feeling that you are an integral part of City government
 - Knowing that you provide a valuable service to your community

City

- Your generosity and selfless dedication help make Caldwell a better place to live, work and play. Our volunteers improve the quality of life in Caldwell by:
 - Providing resources and expertise at no additional cost to the City
 - Enhancing and expanding any services provided to the community
 - Giving departments an opportunity to test new ideas and initiate new services
 - Promoting citizen understanding of municipal problems, issues and programs

PROCESS

We appreciate your interest in joining the City of Caldwell team. In our quest to expand services and enhance the quality of life for our citizens, many departments look at opportunities to utilize qualified and enthusiastic volunteers without additional cost to the community.

APPLICATION & POSITIONS AVAILABLE

Submit an application via:

- Emailed to the appropriate department
- In person to the appropriate department
- Mailed to the appropriate department
- Faxed to the appropriate department

CITY OF CALDWELL

VOLUNTEER PROGRAM POLICY

Positions will be posted on the Get Involved Page on the City of Caldwell website at <https://www.caldwelltx.gov/live/get-involved/>

The Department Staff will provide available job descriptions to the applicants once the applicant has submitted a complete application.

SCREENING & SELECTION

When a volunteer answers yes to the screening questions in the application additional research from the police department can be conducted or a background check, polygraph check and/or driver's license check. Some departments will require you to sign a technology and confidentiality agreements form.

All volunteers will be checked against the official sex offenders list.

The Department Staff will review the application and documentation. The Department Staff will contact the applicant and schedule an interview date and time.

- The Applicant should be aware that some positions may require an assessment or quiz that might be completed during the interview.
- The Applicant will receive a tour of the department and will see the work area in addition to a general overview of how the department works.

The Department Staff will decide which volunteers they wish to have work in the department and then work with the volunteer with the following:

- Orientation and Training: If needed, you will receive specific, on-the-job training to provide you with the information and skills necessary to perform your assignment.
- Scheduling and Hours: Staff will work with the volunteer on a schedule and hours to work, that shall not exceed more than 20 hours per week.

SCHEDULING

Volunteers are typically assigned duties that require a regular schedule. If you are expecting to be absent, please notify your supervisor as far in advance as possible. If you are off on a long vacation, your supervisor will need time to make arrangements to cover the loss of your services. Unexpected absenteeism limits our ability to provide needed services to the community.

HOURS

A valid record of volunteer hours is one of the clearest ways to show the benefits of your volunteer efforts. Volunteers are responsible for keeping track of their hours including those given off-site. To log your volunteer hours, contact the department you are volunteering with and they will show you how to record your hours on the Hours Log for their Department. Please fill in all required fields and log hours on a weekly basis or after an event.

CODE OF CONDUCT

As a volunteer for the City of Caldwell, you directly affect the citizens and the community. In an effort to maintain its high standards of conduct, the City of Caldwell operates under the

CITY OF CALDWELL

VOLUNTEER PROGRAM POLICY

following Code of Conduct: No volunteer shall for personal benefit, use the name, emblem, endorsement, services or property of the City, nor seek any financial advantage or gain as a result of City affiliation. Volunteers or paid staff may not utilize any City affiliation in connection with the promotion of partisan policies, religious matters or positions on any issue not in conformity with the position of the City. Disclosure of confidential City information that is available solely as a result of your volunteer efforts is prohibited.

CONFLICT OF INTEREST

The City has a legal obligation to operate in the best interest of its citizens. If you have an affiliation or financial interest with an organization that may present a conflict with those interests, disclose that conflict to the Department Staff. Refrain from being involved in any decision-making process relating to the other organization. In addition, do not knowingly take action or make any statement intended to influence the conduct of the City in such a way as to confer any financial benefit on a person or corporation or entity in which you have a significant interest or affiliation.

USE OF TECHNOLOGY

Volunteers must use Information Technology and all City communication systems in a lawful, ethical, and professional manner. Use the capabilities of the IT system to transmit information that is for City business only. We appreciate your efficient use of those resources. Remember, there is no expectation of privacy in anything created, stored, sent, or received on the computer system that is the property of the City of Caldwell.

CONFIDENTIALITY STATEMENT

Any sensitive or proprietary materials you come in contact with are considered strictly confidential. This information should be shared only with the staff involved in the transaction.

DRESS CODE

As a representative of the City, volunteers are responsible for presenting a positive and professional image to the community. Please dress appropriately for the conditions and tasks involved.

PUBLICITY

All media inquiries regarding the City of Caldwell and its operations must be referred to your supervisor or the City Administrator or designee. No volunteer, unless specifically designated, is authorized to make public statements on behalf on the City, its departments, programs, etc.

GRIEVANCE PROCEDURE

The aim of the City of Caldwell is to maintain harmonious cooperation and productive working relationships between City employees and its volunteers. You are urged to discuss any problems, difficulties, misunderstandings, suggestions or concerns with your supervisor. If this does not resolve the matter satisfactorily, you may contact the Community Development Director or Human Resources about utilizing the City's Grievance Procedure.

CITY OF CALDWELL

VOLUNTEER PROGRAM POLICY

TERMINATION OR END OF ASSIGNMENT

- Volunteering is a privilege; while you are working as a volunteer, you represent the City of Caldwell. You are expected to conduct yourself in a courteous and professional manner with coworkers and citizens at all times. While it is our goal to support and retain all volunteers, volunteers are subject to dismissal or termination as a result of their actions or inactions. Volunteers who are no longer able to perform an assignment will be directed back to the Community Development Director for discussion and possible reassignment.
- If you need to end your volunteer relationship with the City, please tell your immediate supervisor with as much advance notice as possible. All City property must be returned at that time. If desired, the volunteer may request copies of his/her volunteer profile to use in any future affiliation with the City. The City of Caldwell accepts the services of all volunteers with the understanding that such service is at the sole discretion of the City. At any time and for whatever reason, the City of Caldwell may decide to terminate a volunteer's relationship, just as the volunteer may at any time and for whatever reason decide to end his/her relationship with the City.

RESPECTFUL WORKPLACE

The City values respectfulness, collaboration, and teamwork in the workplace and prohibits any form of discrimination and harassment that would otherwise conflict with these values. The City also values a diverse workforce and is committed to providing equal volunteer opportunities to all.

ETHICAL STANDARDS

- The City of Caldwell strives to offer the highest quality of service to its citizens by understanding their expectations and providing timely, efficient and effective services to meet their needs. Our relationship with citizens is based on honesty, integrity and trust.
- Caldwell conducts its business in accordance with the highest standards of ethical conduct. All City employees and volunteers are expected to maintain the same standards of personal integrity, truthfulness and fairness in carrying out their duties, avoid real or perceived improprieties in their roles as public servants, and never use their City position or power for improper personal or professional gain.

WORKPLACE SECURITY

It is the policy of the City to promote a safe work environment for all. In support of this policy, the City takes the position that a threat of violence or any violent act within the workplace is in no way permitted. All threats or acts of violence will be taken seriously and acted upon. Your personal safety is of paramount importance. We never want to put our volunteers in harm's way. If you feel the situation is unsafe in any way, please remove yourself from the danger. Site supervisors are expected to educate and enforce the safety rules with volunteers. You should receive training before using equipment that is new to you. Please request this training. Safety is everyone's responsibility.

FEDERAL INCOME TAX BENEFITS

CITY OF CALDWELL VOLUNTEER PROGRAM POLICY

A number of federal tax benefits are available for volunteers under the general charitable contribution deduction of the Internal Revenue Service. To obtain a complete description of federal tax deductions, contact the nearest IRS Office.

QUESTIONS REGARDING THIS POLICY

Questions regarding this policy shall be directed to the Community Development Director or Human Resources, or designee, who may be contacted at 979-567-3901.