

SOP # 15 Revision: 5-24-17

Effective Date: 1-19-11

Prepared by: Bylaw/Policies and Procedures Comm.

Approved by: Board of Directors

SANTA ROSA PLATEAU FOUNDATION (SRPF) - VOLUNTEER MANAGEMENT

Policy: The SRPF sees its volunteer base as a link between the community and the SRPF. The SRPF Board recognizes the importance of the volunteer's contribution to the overall success of the SRPF. To that end the volunteer program will be effectively managed to ensure volunteers receive the full benefit of their contribution and that the mission of the SRPF is fulfilled.

Purpose: Volunteer management has a five-fold purpose:

1. To recruit and manage a volunteer base to assist the SRPF with its fundraising activities.
2. To establish, implement and maintain a volunteer of volunteer recognition.
3. To cultivate the volunteer base as a source of new members and Board of Director candidates.
4. To hold an annual volunteer recognition event.

Scope: This procedure will apply to all aspects of volunteer recruitment and management. This Policy will be included in Board and volunteer training.

Procedure:

1.0 RECRUITMENT

- A. In general people come to the SRPF with a vast range of experiences, expectations and skills. Some are very clear about the work they wish to undertake, some are more flexible and undertake tasks at many different levels. Some volunteers use their work as a stepping-stone into the workforce, while others are content to contribute solely in a voluntary capacity. Therefore, it is important to recognize these different expectations and how each might contribute to meeting the needs of the SRPF, the community and the individual.
- B. The SRPF's recruitment policy is to fulfill the needs of our organization and the expectations of the volunteers. The SRPF applies the principles of equal opportunity to its recruitment processes and will not withhold a volunteer job on the basis of race, age, gender, religions or sexual orientation.
- C. Volunteers are recruited using a variety of vehicles including but not limited to announcements in newspapers, web postings, email blasts, the SRPF e-newsletter and community bulletin Board postings.

2.0 APPLICATION AND INTERVIEW

- A. All volunteer candidates are required to complete a volunteer application and to sign a Liability and Medical Release form. Applications are available at Santa Rosa Plateau Ecological Reserve (SRPER) Visitor Center, on the SRPF website and from the SRPF Volunteer Coordinator.
- B. An interview will be conducted with the volunteer candidate by the SRPF staff. The purpose of the interview will be to:
 - 1. Determine what brought them to the SRPF.
 - 2. Discuss any particular expectations regarding volunteering.
 - 3. Get to know them, i.e., their background and what they are doing now.
 - 4. Determine their availability.
 - 5. Update them on the SRPF and its work by sharing the background of the SRPF and current priorities.
 - 6. Talk about the areas in which volunteers can work and the type of work they can do.
 - 7. Talk about expected commitment from volunteers.
 - 8. Ask about any special needs or limitations the SRPF ought to be aware of.

3.0 REFERENCES AND VETTING PROCESS

- A. The volunteer work associated with the SRPF fundraising activities does not include direct hands-on assignments working with children. However, the SRPF is committed to volunteer recruitment principles that ensure the safety and security of the public and staff associated with the SRPF and the SRPER, the integrity of the SRPF and its community relationships. It is critical that volunteers maintain the highest standards of conduct and professionalism at all times.
- B. Volunteers will receive a Volunteer Manual which includes a Code of Conduct by which each volunteer will be required to abide.
- C. The SRPF reserves the right to ask for, and contact, references related to the candidate's previous volunteer experiences. Volunteers are required to sign a Liability and Medical Release form. Failure to do so will eliminate the candidate from volunteer consideration. Should a volunteer's conduct be incongruent with the SRPF's values and Code of Conduct, or adversely affect the integrity and reputation of the SRPF, the volunteer will not be allowed to continue with the SRPF. The process of intervention and notification is described in the Volunteer Manual under "Inappropriate Behavior and Volunteer Dismissal".

4.0 VOLUNTEER POSITION DESCRIPTIONS

- A. The SRPF does not have a typical volunteer or position job description. However, individual or group trainings will be conducted prior to volunteer assignments. Certain task or assignments may have step-by-step procedures which will be made available at the volunteer training sessions.

5.0 VOLUNTEER MANUAL

- A. A volunteer manual will be made available to all candidates for review and given to all accepted volunteers. Volunteers will sign that they have received, read and understand its contents.

6.0 VOLUNTEER HOURS- STATUS

- A. A volunteer will be considered active if they participate in at least one SRPF fundraising event or otherwise provide some volunteer support to SRPF staff.

8.0 ANNUAL VOLUNTEER RECOGNITION EVENT

- A. The SRPF Board of Directors will annually budget and produce a Volunteer Recognition event.