

Volunteer Handbook



**Catholic Charities of the
Diocese of Greensburg, PA**

711 E. Pittsburgh Street
Greensburg, PA 15601
724-837-1840

**CATHOLIC CHARITIES
OF THE
DIOCESE OF GREENSBURG, PA**

VOLUNTEER HANDBOOK

I. PURPOSE

This handbook establishes an overall guide and direction to volunteers and staff members engaged in volunteer involvement for Catholic Charities of the Diocese of Greensburg, PA. It is intended to provide guidelines to foster better workplace relationships and to promote service. The policies to follow are intended for internal management guidance only, and do not constitute, nor are they intended to constitute, an expressed or implied binding contract of personnel agreement. Catholic Charities of the Diocese of Greensburg, PA reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Managing Director, and must be obtained in advance and in writing. Areas not specifically addressed in this policy may be referred to Agency policies and procedures and/or shall be determined by the Managing Director.

II. SCOPE

This handbook applies to all volunteers associated with Catholic Charities of the Diocese of Greensburg, PA.

DEFINITION OF VOLUNTEER:

As used herein, the term "volunteer" shall mean:

One who performs a service of his or her own free will; who contributes time, energy, or talents directly and/or on behalf of Catholic Charities and is not paid by Agency funds. All volunteers must be officially accepted and trained (when appropriate) by the Agency prior to performance of assigned tasks. (For volunteers acting as members of the Board of Trustees, see Board Development Procedure BD 100.1.)

The minimum age for volunteers at Catholic Charities of the Diocese of Greensburg, PA is sixteen (16).

2. Departure

A volunteer who wishes to leave his/her job assignment with the Agency is requested to submit an advance written notice to his/her supervisor and, if applicable, a reason for the decision. Volunteers may leave their volunteer position at any time.

3. Exit Interview

The Volunteer Coordinator will conduct exit interviews with volunteers at the conclusion of service, when possible.

*Reviewed and Approved by the Board of Trustees
September 24, 2015*

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of absence. It is asked that each volunteer notify his/her supervisor and the Volunteer Coordinator prior to the leave. The absence will not alter or extend the agreed upon ending date of the volunteers term of service.

X. VOLUNTEER GRIEVANCES

If a volunteer has a grievance concerning policy or procedure, or issues related to his/her volunteer duties, he or she, should speak with the supervisor who is in charge of his/her project. If a volunteer has a problem with another volunteer, staff member or supervisor, he/she should first try to resolve the conflict with that person. If this fails, the volunteer should schedule a time to meet with the Volunteer Liaison in order to discuss the grievance. If a volunteer has a problem with the Volunteer Liaison and cannot resolve the issue with that person, the volunteer should schedule a time to discuss the grievance with the Managing Director.

Y. DISMISSAL OF A VOLUNTEER

Volunteers who do not adhere to the rules and procedures of the Agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reason for possible dismissal with his/her supervisor.

1. Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: misconduct with staff, other volunteers, or clients; being under the influence of drugs or alcohol; theft of property; misuse of Agency equipment or materials; abuse or mistreatment of clients, staff, or other volunteers; failure to abide by Agency policies and procedures including the Code of Ethics and Confidentiality Policy; and failure to perform assigned duties.

III. OVERALL POLICY ON UTILIZATION OF VOLUNTEERS

In order to achieve the vision and mission of Catholic Charities, we view the active participation of citizens of the community as a valuable resource to the Agency. After fulfilling Agency procedures, Catholic Charities accepts and encourages the involvement of volunteers at all levels of the Agency and within all appropriate programs and activities. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as an equal co-worker, the right to effective supervision, the right to full involvement and participation, and the right to recognition of good work. Staff of Catholic Charities are encouraged to assist volunteers in the meaningful and productive roles in which they serve and assist our clients. In return, volunteers are asked to actively perform their duties as noted on each job description to the best of their abilities and to remain loyal to the Agency vision and mission statements, goals, and procedures of Catholic Charities.

IV. CONFIDENTIALITY

It is the policy of Catholic Charities of the Diocese of Greensburg, PA to adhere to all regulations established by the Federal and State governments regarding the confidentiality of client information. The requirement for confidentiality extends beyond client data and private health information. Volunteers are also required to maintain confidentiality of organizational data and employee information to which they may have access. Volunteers insure the security of written information via adherence to procedures for password protection and related IT procedures, locking of files, and securing of client information on their desks and in their offices. With any question of any unauthorized disclosure, the volunteer will discuss the circumstances of the disclosure or potential disclosure with their immediate supervisor. (See Agency Policy regarding HIPAA and Confidentiality ADM 105.1 Section 3)

V. ROLE OF INFORMATION AND REFERRAL DEPARTMENT REGARDING VOLUNTEERS

Catholic Charities wants volunteers to feel comfortable in an agreeable working environment. The function of the Information and Referral Department regarding volunteers is to provide a central coordination point for effective volunteer management within Catholic Charities, and to direct and assist staff and volunteers' efforts to jointly provide more productive services. The Volunteer Coordi-

nator is responsible for maintaining liaison with other volunteer-utilizing programs in the community and assist in community-wide efforts to recognize and promote volunteerism. Catholic Charities staff is responsible for identifying productive and creative volunteer roles. The Volunteer Coordinator is responsible for effective utilization, recruitment of suitable volunteers, and for tracking and reporting the contributions of volunteers to the Agency.

A. CLIENTS AND RELATIVES AS VOLUNTEERS

Catholic Charities clients may be accepted as volunteers two years after the Agency/client relationship has terminated. The former client may serve in an area where such service does not constitute an obstruction or conflict with provision of service to staff or other clients. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

B. EMPLOYEES AS VOLUNTEERS

Catholic Charities does not permit staff to function or serve as volunteers. Staff who are affiliated with the Diocese of Greensburg but are not employed directly with Catholic Charities may be eligible to volunteer. Family members of staff are allowed to volunteer at Catholic Charities. Generally, when family members are enrolled as ongoing volunteers, they will not be placed under the direct supervision or within the same department as other members of their family who are employees. If a family member's service is essential to the department, the department coordinator must approve in writing the relative's service and state the necessity of the service. The volunteer must complete volunteer training prior to any service.

C. RECRUITMENT

The Volunteer Coordinator is responsible for the recruitment of volunteers. The Volunteer Coordinator will maintain recruitment procedures to ensure that qualified individuals are recruited to fulfill volunteer requests made by staff.

The Agency is strongly committed to the principles of equal opportu-

R. NO SMOKING POLICY

Smoking is not allowed at Catholic Charities, or on the premises of the Pastoral Center, any satellite offices or any facilities used or operated by the Agency.

S. PARKING

Free parking is available for all volunteers.

T. LUNCHROOM/KITCHEN

The Agency's kitchen is located on the first floor of the Robertshaw House. This kitchen is available to all volunteers. Available appliances include a coffee maker, microwave, and refrigerator. All empty containers must be taken home daily. A lunchroom for volunteer use is available on campus. Your help in keeping these areas clean is appreciated.

U. EMERGENCY WEATHER CLOSINGS

At the discretion of the Vicar General of the Diocese of Greensburg, Catholic Charities' offices may be closed due to an emergency weather development. Supervisors will notify volunteers in the event of the Agency closing.

V. HOLIDAYS

Catholic Charities closes for the following holidays: New Year's Day, President's Day, Holy Thursday, Good Friday, Ascension Thursday, Memorial Day, Independence Day, Feast of the Assumption, Labor Day, All Saints' Day, Thanksgiving Day, Friday after Thanksgiving, Feast of the Immaculate Conception, Christmas Day and the day following Christmas Day. Exceptions to the above listed holidays may be designated by the Vicar General of the Diocese of Greensburg.

W. LEAVE OF ABSENCE

The Agency recognizes at times volunteers may need to take a leave

volunteer recognition celebration to honor all Agency volunteers.

N. CONTINUING EDUCATION

Volunteers are encouraged to improve their levels of skill during their term of service. Additional training and education opportunities, at times, may be made available to volunteers due to their connection with the Agency. This continuing education may include both additional information on performance of their current volunteer assignment, as well as more general information, which might be provided either by the Agency or by informing the volunteer of educational programs provided by other groups.

O. OUT-OF-POCKET EXPENSES

Volunteers will not be asked to purchase items for the various programs of the Agency. Under special circumstances, however, if a volunteer receives advance written approval from his/her supervisor, the volunteer will be reimbursed the exact amount shown on the receipt. The supervisor approving the purchase will provide the volunteer with the appropriate forms for approval and reimbursement.

P. DRESS CODE

As representatives of the Agency, volunteers are responsible to exhibit a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performances of their duties. Radical departure from conventional dress or personal grooming is not permitted. The Agency will not be held liable for damage to volunteer's clothing or accessories while performing their duties.

Q. INSURANCE

Volunteers who are assigned to a position that requires transportation of Agency clients will have to show proof of automobile insurance for the car he/she will be using to transport the clients. Also, a Pennsylvania Department of Transportation Driving Record Check may be conducted by the Agency prior to service and the check will then occur on an annual basis.

It is Catholic Charities' policy to recruit and train volunteers without regard to race, religion, sex, age, national origin or disability, in accordance with applicable laws. Catholic Charities does not tolerate unlawful discrimination. Any incident of apparent discrimination should be brought to the immediate attention of the Volunteer Coordinator. The Agency will make reasonable efforts to accommodate physically challenged volunteers who qualify for volunteer positions.

D. SELECTION, SCREENING, AND PLACEMENT OF VOLUNTEERS

There are several steps to becoming a volunteer of Catholic Charities. All Agency practices are in compliance with applicable laws and/or regulations. The Volunteer Coordinator will refer volunteers according to desired placement, job availability, qualification and screening clearance. The volunteer coordinator will be responsible for interviewing volunteers. While volunteers may express a job preference, Catholic Charities reserves the right to determine the specific job assignment for each volunteer. No volunteer shall begin performance of any position until he/she has been officially accepted for a position and all necessary paperwork is completed.

E. JOB DESCRIPTIONS

Every volunteer position will have a job description, which clearly states specific job responsibilities, qualifications and screening procedures.

F. CLEARANCES

It is required that ALL volunteers who participate in ANY capacity of volunteerism within Catholic Charities have the following clearances, trainings, and documentation: FBI clearances or notarized Affidavit if applicable, PA Child Abuse History Clearance and PA State Police Criminal Record Check, the Diocese of Greensburg Pastoral Code of Conduct, Act 31 Mandated and Permissive Reporting Training and the VIRTUS Protecting God's Children Training.. Fees for clearances or trainings will be paid for and maintained by Catholic Charities. Volunteers who do not provide these clearances and trainings will be refused assignment.

G. ORIENTATION

All volunteers will be oriented to agency goals, mission and vision statements, Agency services, policies and procedures. On the first day of placement, the volunteer will review and sign the Volunteer Policy and Procedure Acknowledgement, HIPAA Confidentiality Statement, Volunteer Standard of Ethics/Confidentiality Agreement, Standards of Excellence acknowledgment and receive a tour of the Agency in the same manner as any new employee.

H. TRAINING

Supervisors, or a staff member of the particular program in which the volunteer service will take place, will provide training to each volunteer. The training will provide information and will improve volunteer skills, knowledge, ability, and promote awareness of the needs of clients served by the Agency. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer. Documentation of training will be recorded and placed in each volunteer's file. Volunteers are required to maintain the same clearances and attend the same orientation trainings (if applicable) as employees.

I. VOLUNTEER RECORDS

Volunteer records provide a resource for documenting the volunteer's work history and training. The Volunteer Coordinator/Volunteer Liaison will maintain confidential volunteer files for each volunteer, and will keep current records concerning the volunteer's screening, training, and work records. Volunteers and appropriate staff shall be responsible for submitting all appropriate records to the Volunteer Coordinator or Volunteer Liaison. The file may be used only for the legitimate purposes relating to the work of the volunteer at Catholic Charities. Information may not be released for use outside our agency without the written consent of the volunteer. Examples of documents kept on file include: volunteer application, job description, reference documen-

tation, copy of background checks, training records, and all documents relating to progress.

J. SUPERVISION

Each volunteer will be assigned a staff supervisor. Each job description states the supervisor to whom the volunteer will report. The supervisor and volunteer will establish the schedule. The supervisor will provide the volunteer with job-specific training, forms, materials, and provide ongoing supervision and recognition. Frequency of supervision is arranged according to the skill level of the volunteer and the complexity and size of the workload.

K. PROGRESS FOCUS SESSION

All volunteers will have the opportunity to have a progress focus session within 60 days of the first day of placement. Thereafter, a progress focus session will occur once a year. The volunteer's supervisor, using a standard volunteer progress form, will conduct the session. The volunteer and supervisor will discuss the progress form and sign it upon completion. The volunteer will be given the opportunity to obtain a copy and to include written comments before entry into the volunteer's file. The report may be submitted to the program supervisor for review, and then forwarded to the Volunteer Liaison, where the progress report will be kept in locked office files.

L. TIME ACCOUNTABILITY

Volunteers are required to sign in when arriving and leaving the office so volunteer hours are accurately recorded. When working outside of the main office, as a representative of Catholic Charities, the volunteer is to report the time spent at the assignment to the Volunteer Coordinator or Volunteer Liaison.

M. RECOGNITION

Catholic Charities recognizes the importance of volunteers and will continue to acknowledge volunteers for their commitment and dedication to the Agency. The Volunteer Coordinator coordinates an annual