

Series: HR-Recruitment & Selection COA: HR 3.05.TS
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CFOP: 60-17

Procedure Name: Volunteers and Student Interns
Procedure Number: HR-2221
Revision #/Date: NA
Effective Date: 3/09

Applicable to: CBCB staff as Volunteers, Individual Volunteers and Student Interns

SUBJECT: Volunteers and Student Interns

PURPOSE: To outline procedures to be used when recruiting, utilizing, and supervising volunteers and student interns who provide services to the Agency.

PROCEDURE:

References

CBCB Policies/Procedures: GOV202, GOV203, RQ505, OP1026

Definitions

Volunteer: One who elects to offer time, services, expertise, and or knowledge on his or her own time to perform work related activities for the Agency and/or to staff Agency sponsored events or activities. CBCB employees may also serve as volunteers for events and activities in support of the Agency. One who is employed through the Senior Community Service Employment Program (SCSEP) for retraining and work experiences through the local AARP organizations.

Student Intern: A student currently enrolled in public or private institution of higher learning to include, community colleges, and four year college or university settings.

Volunteers

1. CBC of Brevard has a relationship with local AARP offices. CBC of Brevard serves as a host agency for eligible individuals who are seeking work experiences in order to gain skills to enter or re-enter the workforce. The individuals must meet the requirements of the program offered through AARP.
2. These individuals are "employees" of the AARP program and provide clerical assistance to CBC of Brevard to include, filing, alphabetizing, copying, preparing mass mailings, reception duty, answering and transferring telephone calls, greeting visitors and gaining skills utilizing MS office based on their level of interest.
3. These assignments are limited to a certain period of time and specific weekly maximum hours defined by the AARP program and change based on funding.

4. These “volunteers” complete a volunteer application and are subject to a Level II Background Screening as they provide services in offices where it is possible for them to come into contact with children and the families we serve.

5. These individuals must also submit to a drug-screening and execute the Affidavit of Good Morale Character and complete required on line trainings covering Security Awareness and HIPAA.

5. CBC of Brevard also engages the services of “casual” volunteers to assist the Agency with community events and activities. CBC of Brevard employees also fulfill this role on a volunteer basis.

6. For “casual” volunteers, these individuals contact the Public Relations Coordinator or event designee who will provide the specific details of the event, and the volunteer role and responsibility. The Public Relations Coordinator or event designee will also indicate the total expected hours of volunteer time and track the volunteer activities by individual and event. All volunteers for events or activities will also be provided with the name and contact information of the lead person for the event.

7. “Casual” volunteers who work at our events or activities are identified on a documented list by event and covered under the Agency’s volunteer insurance program for accidents or injuries that may be sustained by serving in this role at the event or activity.

8. The Agency at this time has not implemented a robust volunteer program for more regular volunteers. This program is being established and will incorporate a full process including, but not limited to: recruitment, Volunteer Orientation Training, background screening as required, drug-testing, frequent supervision, role and responsibilities clarification in a documented format, the tracking of volunteer hours, receipt and acknowledgement of Agency policies regarding Confidentiality, Security Awareness Training and HIPAA regulations (if applicable), annual feedback through a performance evaluation and recognition.

9. The Agency may also look to expand the use of regular volunteers who provide direct service to our service population. This program will include the elements of the regular event volunteers with the addition of a complete Level II Background Screening in addition to the verification of any specific and required certifications or licensures and written documentation including the volunteer’s supervisor.

Interns

1. The Agency is working to develop an Intern program for college level individuals. This program may involve direct service and/or administrative functions where the intern will gain valuable hands on experiences in the field of study.

2. The program will be researched and developed to ensure it meets the needs of the potential interns as well as the Agency and is compliant with all labor and other federal and state laws.

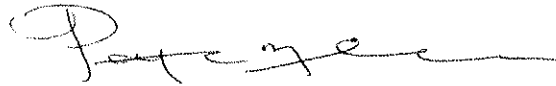
3. The appropriate management staff will consider the “request” of a potential intern if approached to evaluate if the Agency can provide the appropriate level of supervision as may be defined by the college or university for specific fields of studies.

Community Based Care of Brevard, Inc. Policy and Procedure Manual

4. In some cases a specific management area may seek to develop an intern relationship with specific colleges and/or universities as an opportunity to both provide hands-on experience to a student intern and to gain additional resources for specific administrative projects or on-going work activities.
5. These activities will occur in conjunction with the direct supervisory staff and the Chief Personnel & Administrative Officer to ensure that all compliance requirements are met and that the intern is provided with appropriate orientation, training, experience and supervision to achieve the intern's objectives.
6. Many of the current practices in place for employees will be applicable to interns in terms of applications, intern files, job descriptions or a documented memo outlining the specific role, responsibility and activities to occur, all required background screening, executed policies (if appropriate) on HIPAA and Confidentiality, routine supervision and documented evaluations.

ATTACHMENTS Volunteer Application
 Volunteer Host Agreement with AARP for SCSEP

BY DIRECTION OF THE CHIEF EXECUTIVE
OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 3/24/09