



Policies and Procedures

Volunteer Involvement, Recruitment, Selection and Nepotism

Purpose:

Consistent with its Vision, Mission and Values, Caledon Community Services will ensure that processes used to recruit and select volunteers are fair, equitable and consistently applied to prevent bias and to ensure transparency and accountability on behalf of the Volunteer Resource Department. The achievement of the goals of CCS is best served by the active participation of citizens of the community. To this end, the organization accepts and encourages the involvement of volunteers at all levels in the organization and within all appropriate programs and activities. All staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

Definition of Volunteer

A volunteer is anyone who, without financial compensation or expectation of financial compensation beyond reimbursement or honorarium, performs a task at the direction of and on behalf of CCS. A volunteer must be officially accepted and enrolled by CCS prior to performance of the task. Volunteers will not be considered employees of CCS.

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource for CCS, its employees and clients. Volunteers will be extended the right to be given meaningful assignments, the right to be treated as equal contributors, the right to effective supervision, the right to full involvement and participation in agency activities and the right to recognition for work done. In return, volunteers are expected to perform a minimum of **10** hours of service per year, to perform their duties to the best of their abilities and to maintain adherence to the mandate of CCS.

Community Service Hours

CCS accepts as volunteers those participating in student community service activities, student intern projects, corporate volunteer programs, community participant placements and those performing community service requirements and alternative sentencing hours. In each of these cases, a special agreement must be in effect with the referring organization, school or program that identifies responsibility for management of these volunteers and placement will be granted on a case by case basis.

Employees as Volunteers

Employees and/or former Employees of Caledon Community Services may contribute their unpaid time to CCS in a volunteer capacity provided that:

Current Employees

- They have first discussed their unpaid volunteer role with their direct supervisor to ensure that no conflict exists with their role as a paid employee. A conflict would exist where an employee volunteers in the same department that they are employed in. Employees may only volunteer in departments that they are not employed in. A conflict would also exist where an employee

volunteered on the CCS Board of Directors. As such current CCS employees may not volunteer on the CCS Board of Directors.

- They understand that they are not covered by WSIB while volunteering
- They agree to comply with all relevant CCS policies and procedures and to conduct themselves in a manner that reflects the values and principles of CCS

Employees who are covered by the CCS benefits plan will continue to be covered during their unpaid volunteer time. Employees who are not covered by the benefits plan will be covered under CCS General Liability Insurance.

Former Employees may volunteer with CCS provided that:

- They voluntarily left their paid employment with CCS on good terms
- They were not dismissed or laid off from CCS
- They do not volunteer in the same role or department that they were previously employed in or with clients that they previously served as a paid CCS staff member

Clients as Volunteers

Clients of Caledon Community Services may contribute their unpaid time to CCS in a volunteer capacity, provided that:

- They have first discussed their volunteer role with their Primary Worker to ensure that no conflict exists with their role as a volunteer
- They attend training and abide by the outline of what the client can and cannot do while volunteering.
- They agree to comply with all relevant CCS policies and procedures
- They conduct themselves in a manner that reflects the values and principles of CCS
- Realize that not all clients will be accepted as volunteers

Policy Statement:

The following principles will apply to all volunteers and selection processes:

- Recruitment and selection for all volunteer positions shall be coordinated by the Volunteer Resource Specialist or designate.
- Staff members participating in the selection process shall be trained in the Agency's volunteer recruitment policies and practices.
- Selection processes will ensure the identification of the most qualified candidate.
- In situations where the placement of the most qualified candidate creates a conflict of interest, the Agency's Conflict of Interest policy shall apply.

Protocols:

Volunteer Postings:

- Current volunteer descriptions must exist for all positions, prior to posting.
- Volunteer Postings will include the following information:
 - Job title
 - Overview of the Agency's Vision and Mission
 - List of essential knowledge, skills and attitudes
 - Hours of Work
 - Screening level of the volunteer position
 - Starting/End Date where applicable
 - Name, position and contact details of the CCS staff member who will directly supervise the volunteer
 - A statement acknowledging CCS willingness to accommodate any accessibility requirements for the recruitment process

Applications and Screening

- All candidates who wish to be considered for a volunteer posting must submit an application form to the Volunteer Department
- Applications will be reviewed and candidates interviewed when necessary.
- Candidates will be assessed according to qualifications including education, experience and skills. This information will form a basis for recommending available positions and determine the initial screening if needed for the suggested positions.
- CCS will adhere to the Ontario Human Rights Code and will not discriminate against potential candidates based on any of the grounds identified in the Code.
- CCS will securely store applications received for two years if the candidate does not acquire a suitable position

Interviews:

- The Volunteer Resource Specialist will utilize the following:
 - Volunteer Interview Question Form
 - Volunteer Reference Check Question Form
- During the interview process candidates will be advised that depending on the nature of the position applied for background checks such as references and a vulnerable sector check may occur
- The Volunteer Resource Specialist will maintain interview records including interview criteria, questions. These records will be stored in Volunteer Department for seven years
- Where appropriate, a clean Criminal Records Check – Vulnerable Sector will be required, before starting in the volunteer position

Offer of a Volunteer Position:

The Volunteer Resource Specialist will make an initial offer to the successful candidate by providing the:

- Position being offered and the
- Title and contact information of their direct Supervisor

Once the offer is accepted, the direct Supervisor must then contact the preferred candidate within 5 working days to continue the interview, orientation and training process.

References: Ethical Codes of Conduct
Volunteer Screening and Criminal Reference Check Policy
Volunteer Reference Check Questions
Volunteer Interview Questions Form
Emergency Contact Information Form
Primary Source Verification Form
Photo Waiver Consent Form

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