



Volunteer Policy

Effective Date: January 2006

Owner	Board of Commissioners (BOC)
Reviewer(s)	Human Resources
Approver(s)	Board of Commissioners (BOC)
Related Policies	N/A
Related Standards	N/A
Storage Location	iCobb
Last Review Date	November 2020
Next Review Date	November 2023
Review Cycle	Every 3 years

1. PURPOSE

To provide overall guidance and direction to staff and volunteers engaged in volunteer activities and efforts. These policies are intended for internal management and guidance only, and do not constitute, either implicitly or explicitly, a contractual agreement.

2. SCOPE

This policy affects All Board of Commissioners' Volunteers. If you have questions regarding this policy, contact Human Resources.

3. DEFINITIONS

Volunteer – A person who gives his/her services without any express or implied promise of remuneration. Volunteers give freely of their time, talents, skills, and energy, with no expectation of monetary compensation

4. POLICY

Subject to the following specific rules, procedures and limitations, this policy allows Departments/Agencies reporting to the Board of Commissioners to incorporate the use of volunteers in the workplace, thus providing additional resources to supplement customer services and agency goals.

5. PROCEDURES

To request a volunteer, a supervisor should complete a volunteer request form that must include the Department Manager/Agency Director's signature showing his/her approval.

Recruitment of volunteers will occur throughout the year on an as-needed basis to fill the requirements of the Department/Agency. Recruitment efforts may include advertisements, outreach, and/or referrals. To remain effective and responsive in service delivery, the County should evaluate the volunteer pool to determine whether volunteers are representative of Cobb's service commitment and the community it serves.

Individuals interested in volunteer assignment involving customer contact must participate in an interview, must consent to required reference/background checks, and must complete any Department/Agency required core skills training before, during, or in the course of the volunteer's assignment.

When placing a volunteer in an assignment with Cobb County, attention should be paid to the interests, skills, and abilities of the volunteer and the requirements of the assignment.

No placement should be made unless the requirements of both the volunteer and the requesting Department/Agency can be met.



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All volunteers are required to wear identification badges issued by the County when doing volunteer work. These badges must be surrendered to the County when the volunteer relationship ends.

A volunteer who leaves the agency voluntarily is expected to notify his/her supervisor in writing. The volunteer relationship may be terminated in writing at any time by Cobb County.

PROGRAM EXPECTATIONS & LIMITATIONS

Volunteers are not expected to incur personal costs in the capacity of their volunteer work. Transportation to and from work is not considered a personal cost.

Volunteers are limited to no more than 20 work hours per week.

Volunteers should receive meaningful assignments and effective supervision. No assignment should be given to an unqualified or uninterested volunteer.

Programs with specific limits on volunteer responsibilities shall make those limitations clear in program descriptions, program training, and regular communication between staff and volunteers.

Volunteers may not act as representatives of the Department, Agency, or County.

Cobb County is not responsible for injuries incurred by volunteers.

CONDUCT EXPECTATIONS

The following expectations are intended to point to standards of behavior that must be adhered to by volunteers. Because it is impossible to provide an exhaustive list of rules and regulations, volunteers are expected to exercise good judgment in determining their course of conduct, bearing in mind that citizens have high expectations regarding moral character, delivery of services, and performance.

1. Volunteers are expected to be truthful in all matters relative to their volunteer relationships with Cobb County.
2. Volunteers are expected to actively perform to the best of their abilities, to be accountable to the Department/Agency, and to remain committed to the philosophies, policies, and procedures of Department/Agency/County. These obligations include being receptive and responsive to feedback and guidance relative to their performance.
3. Cobb County encourages friendly relationships between volunteers and those they serve. However, it is important to remain aware of appropriate boundaries. As with paid staff, Cobb discourages relationships of a romantic or sexual nature between supervisors and those they supervise, including volunteers. Volunteers are expected to maintain professional relationship boundaries during the course of their service and must advise their supervisors/managers should any relationship develop which makes it difficult for them to remain objective and fulfill their obligations as volunteers.
4. In keeping with Cobb County's practices and policies, the County will not tolerate discrimination or harassment against any employee, volunteer, customer, vendor contractor, or member of the general public. Volunteers are to treat everyone with courtesy and respect. If a volunteer has a complaint, the individual should direct it in a timely manner to the direct supervisor, the supervisor's manager, department manager, or agency director for response.



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5. Volunteers are not permitted to lend money or provide personal financial assistance to County employees or customers.
6. Volunteers should identify and discuss any actual or potential conflict of interest with their supervisors. Volunteers who belong to professional associations or regulatory bodies are responsible for informing the County Department/Agency for which they are volunteering of any conflicts between their volunteer roles and their professional/regulatory roles.
7. Volunteers must honor the confidentiality of service users, customers, employees, and other volunteers. Volunteers may not disclose confidential information to any person who is not authorized by the Department/Agency to have such information.
8. Prior to taking any action or making any statement that might significantly affect or obligate the County, a volunteer must obtain prior approval from his/her supervisors. Such actions or statements would include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.

6. EXCEPTIONS

Exceptions to this policy must be justified and approved in advance by the Board of Commissioners.

7. NON-COMPLIANCE

Violations of this policy may include disciplinary action according to applicable County policies.

REVISION HISTORY

Version ID	Revision Date	Author	Reason for Revision
	01-2006		Adoption
v.1.0-2020	11-2020		Reformat