



Volunteer Policy

Purpose

Literacy Volunteers of Charlottesville values the time and effort volunteers dedicate to helping fulfill the mission of helping adults learn to read, write, and speak the English Language. Volunteers are the heart of the program and providing enriching service opportunities for them is part of our mission.

This policy is designed to clarify the roles and responsibilities of volunteers within the organization in order to maximize all human resources available. This policy is endorsed by the Literacy Volunteers of Charlottesville/Albemarle Board of Directors and is reviewed annually to ensure that it remains appropriate. This policy applies to all volunteers performing duties on behalf of the organization.

Definition of Volunteer

For the purposes of this policy, a volunteer is defined as one who is not compensated by Literacy Volunteers in any manner for their contribution of time and skills. Volunteers are not intended to be replacements for paid employment; the roles of staff and volunteers are designed to complement each other. A volunteer has the right to terminate services for any reason, and Literacy Volunteers reserves the same right. Paid employees of Literacy Volunteers are not allowed to volunteer for the organization.

Definition of Intern

An intern is a worker receiving a training experience at Literacy Volunteers in conjunction with an academic program. The intern may or may not be compensated with a stipend. Literacy Volunteers rarely uses interns; those supplied by University of Virginia's University Intern Program ("UIP") must follow the guidelines outlined by the academic program. Learning objectives will be clearly stated for anyone operating as an intern. All references to "volunteer" in this document applies to interns as well.

Recruitment, Selection, and Training of Volunteers

Literacy Volunteers aims to recruit a diverse set of volunteers and offers equal volunteer opportunities. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and position performance without regard to race, creed, color, religion, nationality, gender, gender expression, sexual orientation, age, marital status, or disability. Volunteer opportunities will be widely promoted in ways that make them accessible to all members of the community. As Literacy Volunteers primarily serves a vulnerable population, all volunteers are subject to a background check conducted by an organizational employee. Results of any screenings will only be disclosed to the volunteer applicant and the Executive Director. For appropriate placement, Literacy Volunteers reserves the right to know the offense related to any Court Ordered volunteer service. Any falsified information is grounds for immediate dismissal or rejection from the LVCA program.

Volunteers under the age of eighteen must have written consent of a parent or guardian before volunteering. Students volunteering for service learning credit hours for their school must submit school

name and contact information before volunteering.

New volunteers will attend an initial orientation and training session before beginning services to Literacy Volunteers clients. Volunteers will be given all the necessary information to enable them to perform their duties with confidence. Additional in-service training opportunities are offered throughout the year, and volunteers are strongly encouraged to attend.

Supervision and Evaluation of Volunteers and Interns

Every volunteer providing direct services to clients will have the support and supervision of a paid staff member of Literacy Volunteers who will be responsible for their day-to-day management and guidance. This staff member will be available for consultation and assistance while the volunteer is on duty. In addition, the Volunteer Coordinator is available for questions and assistance.

Volunteers who provide direct services to clients will be periodically evaluated by a staff or board member. In the case of interns, the evaluation will be shared with the academic supervisor. The goal of the evaluation is to further develop the relationship between the volunteer and the organization. In addition to reviewing the performance of the volunteer, the organization will use this opportunity to gain insight from the volunteer for program improvement. Volunteers are encouraged to offer suggestions on ways the relationship to the organization can be enhanced. Volunteers providing service as members of the Board of Directors will be reviewed during the annual board assessment.

Rights and Responsibilities of Volunteers

All volunteers at Literacy Volunteers have the following rights:

1. To be given meaningful assignments appropriate to the volunteer's interests and talents.
2. To work in a pleasant work environment free of harassment.
3. To effective supervision and training.
4. To full involvement in the organization.
5. To be reimbursed in a timely manner for reasonable and allowed out-of-pocket expenses while volunteering with Literacy Volunteers.
6. To be insured while participating in activities on behalf of Literacy Volunteers. The organization's general liability coverage, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct within the scope of their duties.
7. To be recognized for work accomplished.

Expectations of Volunteers

Literacy Volunteers expects the following from volunteers:

1. Provide your own transportation to activities.
2. Know your duties and stay on task.
3. Treat all volunteers, staff, and clients with respect. This includes being on time for scheduled activities.
4. Document and report any concerns about a Literacy Volunteers client's physical or mental health immediately to the staff supervisor on duty.
5. Provide requested documentation, (such as tutor reports) on volunteer activities in a timely manner.
6. Maintain confidentiality regarding personal information about Literacy Volunteers clients or other volunteers in the program.

Complaint Procedures

Literacy Volunteers intends to provide opportunities that are personally rewarding for the volunteer as well as beneficial to the clients we serve. When difficulties arise, Literacy Volunteers commits to ensuring all volunteers' concerns are heard, documented, and acted upon in a timely manner.

Literacy Volunteers seeks to settle differences promptly in a way that respects the feelings and dignity of all. When a conflict is unable to be resolved in an informal manner between the disputing parties, the volunteer should request help from the staff supervisor, the Volunteer Coordinator, and/or the Executive Director. If a resolution is unobtainable through this avenue, Literacy Volunteers' wider "Grievance and Complaint Policy," which includes volunteers, will be invoked. If a volunteer's behavior is repeatedly or seriously unacceptable, the volunteer may be asked to change their role or leave the organization.

Further Information

For matters of clarification and interpretation of this policy, volunteers should seek guidance from the staff supervisor, Volunteer Coordinator, or Executive Director. In the event that neither the staff supervisor nor Volunteer Coordinator, or the Executive Director can supply satisfactory answers, the Executive Committee of the Board of Directors of Literacy Volunteers will be ultimately responsible for resolution.