



VOLUNTEER MANUAL

*“We work in partnership with all citizens
to achieve a quality community”*

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Dear Volunteer:

James City County's mission is “we work in partnership with all citizens to achieve a quality community.” We are committed to providing opportunities for broad citizen involvement, learning, and information sharing. Our goal is to enhance our effectiveness in balancing service demands with available resources.

The Office of Volunteer Services is committed to improving the quality of life for all citizens by involving volunteers who offer their time, effort, and talents to serve James City County. The Office of Volunteer Services strives to incorporate volunteers into all facets of the organization in meaningful ways.

On behalf of the Board of Supervisors and the staff of James City County, thank you for your support of your community through volunteerism. We look forward to providing you with challenging opportunities and a fulfilling volunteer experience.

Sincerely,

A handwritten signature in black ink that reads "Sanford B. Wanner". The signature is written in a cursive style with a long horizontal stroke at the end.

Sanford B. Wanner
County Administrator

INTRODUCTION

History of Volunteerism

In the U.S.A.

Americans have always volunteered! Early settlers developed a sensitivity to the problems of others and a willingness to spend substantial time and energy in the service of fellow human beings. Millions continue to volunteer their time and services in a vast number of ways.

Traditional Image

A traditional image of a volunteer may be that of a board member, fundraiser, pink lady, or candy striper, but volunteers were first practitioners of direct service to other people such as selectmen, surveyors of highways, and fence viewers.

Charity Organizations

In the 1880's, volunteers encountered the beginning of charity organizations. They carried out the investigations of needs, and made visits to give aid. Soon administrators were hired, but volunteers made the final decisions about services.

States take Responsibility

In the period between 1917-1929, states began to take some responsibility for care of those unable to help themselves. Prior to this time, churches and private agencies had provided services to people in need.

Emergency Relief Act

In 1933, the Emergency Relief Act was established and the federal government began its "welfare assistance." Agencies were established and staff members hired to provide human charitable services.

Volunteers in Private and Public Agencies

For many years, private agencies have incorporated volunteers into their programs; but public agencies have been reluctant to follow suit. Recently, there has been a trend in social services to encourage volunteers and paid staff to work together as a team to expand and improve services to clients.

Legal Basis for Volunteerism in Government

The Commonwealth of Virginia enacted the Virginia State Government Volunteers Act. The General Assembly's goal in amending the Code of Virginia (by adding Title 2.1, Chapter 32, containing Sections 2.1-422 through 2.1-427) was to assure that the citizens of Virginia derive optimal benefits from volunteers, and that the time and talents of volunteers in State service be put to their best use. The Act also encourages the development of volunteer programs and the involvement of volunteers in State service.

Rights and Responsibilities of Volunteers

1. The right to be carefully interviewed and appropriately assigned, with consideration for personal preference, temperament, life experience, education, and employment background.

The responsibility to understand the requirements of time, goals, and objectives; and duties of assignments.

2. The right to be treated as a coworker, a respected member of the team - not just a volunteer, with valuable input on planning and evaluating the program.

The responsibility to be honest and open with staff, to take the commitment seriously.

3. The right to know as much about the organization as possible - its policies, its people, its programs.

The responsibility to serve as goodwill ambassadors and interpreters for the organization and its services in the community-at-large.

4. The right to training and supervision for the job - thoughtfully and effectively given - before and after beginning the assignment; meaningful and challenging work; and an area conducive to performing the job at hand.

The responsibility to apply the skills and knowledge learned and perform assignments effectively while seeking and accepting honest feedback on performance.

5. The right to continuing education on the job as a follow-up to initial training, information about new developments, training for greater responsibility and promotion.

The responsibility to read information distributed, attend staff meetings and training, share ideas with staff, take on special assignments, and respect the confidentiality of the organization and its clients.

6. The right to receive recognition in a way that is meaningful.

The responsibility to inform coworkers of interests, motivations, and accomplishments. Tell others doing a good job that you appreciate it and spread the word.

James City County Government

James City County operates under the traditional or County Administrator form of government. The Board of Supervisors is a five-member body elected by the voters of the Electoral District in which they live. The Chairman and Vice Chairman of the Board are elected annually by its members. Each member serves a four-year term. The body enacts ordinances, appropriates funds, sets taxes and establishes polices and generally oversees the operation of the County government. The County Administrator is appointed and serves at the pleasure of the Board of Supervisors. As the Chief Executive officer of the County, he is responsible for developing an annual budget and carrying out policies and laws which are reviewed and approved by the Board. The County Administrator directs business and administrative policies and recommends to the Board those methods, procedures, and policies which will properly govern the County. The Constitutional Officers — the Commonwealth's Attorney, Clerk of the Circuit Court, Commissioner of the Revenue, Sheriff, and Treasurer, are elected by the voters.

Our Vision

We envision James City County among the foremost local governments in Virginia working in partnership with its citizens to be the best community in the Commonwealth. The role of our government is to ensure delivery of needed, quality services in an efficient, informed, intelligent, cost-effective manner, in keeping with the hopes and expectations of our citizens. We see strong healthy neighborhoods and an empowered and diverse citizenry as the cornerstone of this community. By offering leadership and support to this partnership, those of us in government will advance our common vision.

Our Values

In dealing with our customers and each other, we value:

- Diversity, mutual respect, trust, honesty, and personal responsibility.
- Demonstrating high standards of excellence, efficiency, and commitment to services.
- Communicating openly and constructively and working in a collaborative manner.
- Providing opportunities for broad involvement, learning, and information sharing.

An organization chart of County departments appears on the next page.

Organization Chart

Role of Volunteers

In 1987, the Board of Supervisors and County Administration committed to the development of an organized Volunteer Program. The goal of the Office of Volunteer Services was to supplement and enhance the efforts of County employees in the delivery of services to the citizens of James City County and to increase citizen involvement with County departments.

The volunteer's role continues to complement and supplement County Staff. Citizens and staff have become partners with shared responsibility for the implementation, operation and evaluation of the program. This collaboration between staff and volunteers not only increases the effectiveness but the responsiveness of services.

Volunteers provide quality service to modestly staffed departments:

- Volunteer and auxiliary firefighters and police work alongside paid staff to keep the community safe. They complete the same training as paid crews, are issued full gear and equipment, and provide on-site assistance according to their level of training.
- Volunteers staff the Extension Office answering the phone and responding to agricultural questions.

Volunteers provide services that otherwise would not be available:

- Volunteers provide respite day care to children at risk of abuse and neglect.
- Volunteers provide companionship to isolated elderly and disabled citizens.

Volunteers enhance present services:

- Volunteers produce a variety of timely video programs for Government Access Channel 36 and Community Access Channel 38.
- Volunteers work side by side with Recreation staff in the after-school, total recreation camps, and aquatic programs to increase the ratio of adults to children.

VOLUNTEER PROCESS

Volunteer Program Policies

Volunteer Recruitment and Selection

Each prospective volunteer is interviewed to match volunteer needs and abilities with departmental goals.

Once a possible assignment is identified and the volunteer paperwork has been completed, you will be given the program supervisor's name and phone number to contact for an interview. After you and the supervisor meet to review the job description, your job skills, time and availability, and the commitment necessary to complete the job, you and the supervisor will reach a mutual decision regarding your placement.

Even with careful placement, some volunteer assignments simply do not work out. If you feel the assignment is not what you expected, talk to your supervisor within the first few weeks. This will allow for possible adjustments in your assignment. If an adjustment is not feasible, please call the Volunteer Services Office for a more suitable placement.

Work Schedule

Commit yourself realistically for volunteer service. Make an agreement to volunteer based on a number of hours per week and the length of time you are available.

Work schedules are established between you and your supervisor. If you find it necessary to make any changes to the agreed upon time, please notify your supervisor as far in advance as possible. Depending on the nature of your work, an alternative schedule may be arranged.

It is understood that from time to time it may be necessary for you to be absent due to illness, injury, family, or personal reasons. To avoid disruption at the work site, please notify your supervisor as far in advance as possible. If an emergency situation arises and you are unable to report to work, please contact your supervisor or have a friend or relative do so if you are unable.

Remember, you are a valuable member of the work team and your absence may hamper the completion of the work assignment. After you have made a commitment for a specific time, staff will depend on your regular attendance.

Time Sheet

You are responsible for keeping a Volunteer Time Sheet and reporting your hours to your supervisor each month. Your supervisor then submits your hours to the Office of Volunteer Services (OVS) where volunteer hours from all departments are compiled and submitted quarterly to the Board of Supervisors.

Supervision

At the beginning of your assignment, your supervisor will orient you to your responsibilities. As you proceed in your placement, do not hesitate to approach your supervisor for assistance, especially if a situation arises about which you are unsure.

Your supervisor has the responsibility of coordinating your on-the-job training, preparing your work assignments, submitting your time sheets to the Volunteer Services Coordinator, and evaluating your performance. Do not hesitate to ask questions or approach your supervisor for assistance during and even after your training.

Orientation and Training

After you have completed the orientation program, your supervisor will be your main resource for training. Feel free to ask questions; it is important for your satisfaction and the performance of your job that you understand from the beginning what is expected of you. Depending on your assignment, you may be required to attend some training sessions.

Confidentiality

As a volunteer you are responsible for maintaining the privacy of any information to which you are exposed while serving as a volunteer, whether this information involves staff, volunteers, clients, or other persons in the overall agency business. Information regarding customers should not be the subject of casual conversation either inside or outside the department.

Evaluation

The evaluation procedures in the Volunteer Program are designed to involve you and the agency in working together to ensure that program goals and objectives are met. Your supervisor will provide ongoing feedback as well as a formal evaluation of your performance at the end of each assignment. The evaluation process also provides you with an opportunity to comment on your supervisor's role, the project overall and the Volunteer Program in general.

The evaluation provides benefits to all concerned. You are provided a developmental assessment of your skills and your performance is documented for inclusion with your resume and/or a reference. The department and Volunteer Services also benefit. Problems can be avoided or prevented through evaluation. Future and current volunteer projects may be improved through your criticisms, comments, and suggestions discussed in the evaluation process.

Departure from the Volunteer Program

Please do not just drop out when you can no longer volunteer with us. Inform your supervisor and the Volunteer Coordinator. We need your assistance to evaluate volunteer assignments on a continuing basis.

Termination of a volunteer's services may sometimes be necessary. In all cases, the Volunteer Coordinator will discuss the reasons for dismissal from the program with the volunteer. Reasons for termination might be:

- Habitual lateness
- Frequent absence with no prior notification
- Behavior not consistent with the goals of the program
- On-the-job accidents

Benefits

Volunteer Insurance

The County provides accident insurance for all volunteers in cases of on-the-job injuries as a secondary coverage. Your insurance is the primary coverage with the State or County paying additional costs up to the stated limits, if necessary. If you are involved in an accident while driving, whether you are in a County car or your own vehicle, once again your insurance is the primary coverage with the State or County paying additional costs up to the stated limits, if necessary. If you have no insurance coverage, then the County policy will serve as the primary source and cover up to the stated limits.

Mileage Reimbursement and Tax Deductions

As a volunteer, you may be eligible for some tax deductions. According to the Points of Light Foundation, you can deduct unreimbursed out-of-pocket expenses directly related to your volunteer services if you itemize on your tax return and you have both receipts and written substantiation from the beneficiary organization. Deductions can include telephone bills, supplies purchased to perform volunteer duties, automobile mileage and expenses for gas and oil.

The IRS now requires written documentation for deduction of volunteer expenses of \$250 or more. Items for which a volunteer receives reimbursement may be deducted only to the extent that actual expenses exceed the amount of reimbursement.

You may also deduct eighteen cents (\$.18) per mile from State income tax returns for travel related to charitable organizations when reimbursement is not received. Internal Revenue Service regulations permit a twelve cents (\$.12) per mile deduction on Federal income tax returns.

For a complete list of guidelines, call the IRS's Information and Assistance Line at 800-829-1040; or, request publication No. 526 "Charitable Contributions" from the IRS Forms Office at 800-829-3676.

James City/Williamsburg Community Center (JC/WCC) and the James River Community Center (JRCC)

Volunteers can use both the JC/W Community Center and James River Community Center at a reduced rate with the County's corporate pass. Under this system, active volunteers can either purchase an annual membership at the current corporate rate or pay the daily access fee. A complete listing of membership rates is available at the Community Center or check the County website at www.james-city.va.us.

Computer Training

As a volunteer, you are eligible for computer literacy and software training through our Computer Training/Information Center. In order to register for the training, two factors need to be in place; it should be necessary for you to perform your volunteer assignment and if there is space available.

Holidays

James City County observes the following Holidays:

New Years Day	January 1
Martin Luther King, Jr. Day	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day.....	July 4
Labor Day	1st Monday in September
Veteran's Day	November 11
Thanksgiving Day.....	4th Thursday in November
Day After Thanksgiving	4th Friday in November
Christmas Eve	December 24
Christmas Day.....	December 25

When a Holiday falls on a Saturday, it is observed on the preceding Friday. When a Holiday falls on a Sunday, it is observed on the following Monday.

Recognition Program

The County recognizes volunteers with an awards program. Those volunteers nominated and selected as Commendation and Outstanding Award recipients are recognized two times a year. Commendation awards are given at a staff meeting and the Outstanding Service awards are given at the Board of Supervisors' meeting. The Office of Volunteer Services provides volunteers with an annual token of appreciation. Each department sponsors their own Recognition Program on an ongoing basis which emphasizes the following: informal and interpersonal recognition, and recognition from program participants.

Langley Federal Credit Union (LFCU)

The County participates in the LFCU. Volunteers are eligible to join. LFCU is located in the Colony Square Shopping Center on Jamestown Road.

SAFETY & VOLUNTEERING

Safety and Volunteering

James City County is committed to providing a safe, secure workplace which reflects the County value of mutual respect, trust, honesty, and personal responsibility among employees and volunteers. All of the policies included in the next few pages strive to make the workplace safe and secure. For the protection of volunteers, employees, and customers, a violation will result in ending the volunteer placement.

I. Safety Program

Policy Statement

The purpose of the Safety Program is to provide an environment in which volunteers can complete their assigned tasks without personal injury or vehicle accident and in which our customers can transact business with the County and participate in County-sponsored programs without sustaining injury. The safety program is based on sincere concern for the welfare and safety of our volunteers, employees, and customers as well as on the belief that safety is an essential element of an effective and efficient organization. As such, safety is a basic requirement of everyone's volunteer placement.

Your supervisor will ensure that you are fully trained and have any necessary personal protective equipment to safely perform the job that you are assigned to do. Your supervisor will also ensure that you are familiar with the published County Safety Rules.

To help protect you while you are volunteering, the supervisor will provide you a copy of your job description which includes any training that is necessary to safely perform the job that you are assigned to do. Know your limitations and don't perform any duties of a job if you feel uncomfortable. Report all unsafe conditions immediately to your supervisor. Report all accidents immediately to your supervisor.

II. Workplace Violence Prevention

A. Policy Statement

Violence is so serious that weapons are prohibited in the workplace and any incident involving a threat, threatening behavior, or a violent act will result in a prompt investigation and immediate and appropriate action.

B. Guiding Principles

1. James City County recognizes that workplace violence is a national problem and that it conflicts with the County's value of mutual respect, trust, honesty, and personal responsibility among all employees.
2. James City County believes that a safe work environment enables employees to work effectively.
3. Working together and sharing responsibility for reporting incidents of threatening or violent behavior by or against County employees and volunteers will minimize the risk to everyone.

C. Definitions

1. Workplace Violence is the use of threatening or violent behavior to restrict the freedom of action or movement of another person or to endanger the health or safety of another person or the property of the County. The workplace includes, but is not limited to, the buildings, grounds, parking lots, clients' homes, and traveling between work assignments.
2. Threatening Behavior is an expressed or implied threat to inflict physical harm against another person or another's possession or property, including County property, which causes a reasonable apprehension that such harm is about to occur. Examples of threatening behavior include but are not limited to:

- Direct or indirect threats of harm;
- Words or gestures which intimidate others;
- Prolonged or frequent shouting;
- Stalking or following an individual; or
- Other conduct which causes others to fear for their safety

3. Violent Behavior is the intentional infliction of physical harm or attempt to inflict physical harm against another possession or property, including County property. Examples of violent behavior include, but are not limited to:

Slapping, punching, striking, pushing, or otherwise physically attacking a person; or
throwing or otherwise handling objects in an aggressive manner.

4. Weapons include all firearms such as handguns, rifles, and shotguns; knives or other cutting utensils; clubs, brass knuckles or other devices; stun guns; or other objects that cause bodily harm and have no other valid application in the workplace.

III. A Workplace Violence Prevention - Procedures

A. Proactive Step

To protect volunteers from unauthorized contact, all volunteers who apply for or obtain a protective order, which involves County property or themselves while working, shall provide a copy of the order to his or her immediate supervisor and to the Police Department.

B. Reporting Incidents

James City County volunteers are responsible for notifying their immediate supervisor of any threats they have witnessed, received, or have knowledge about. When a threat or behavior indicates that a problem or action is about to occur, the volunteer should call 911 and a Police Officer will be dispatched.

1. Even without an actual threat, volunteers should also report any behavior they have witnessed which they regard as threatening or violent, when that behavior is job related or might be carried out on County property or is in any way connected with County employment.
2. Volunteers are responsible for making this report regardless of the relationship between the individual who initiated the threat or threatening behavior and the person or persons who were threatened or were the focus of the threatening behavior.
3. If the immediate supervisor is not available, the volunteer should report the threat or behavior to the next level of supervision or to the Human Resource Department.
4. James City County recognizes the sensitivity of information reported and will take all reasonable and legal precautions to protect the privacy of the reporting volunteer.

C. Response

1. The Supervisor or Human Resource Department will assess the situation and investigate or contact the Police to investigate.

D. Weapons

Unless possession of a weapon is a necessary and approved requirement of the job, volunteers may not possess, use, or threaten to use a weapon as defined in this Section, on County-owned or controlled property including vehicles, or in private vehicles parked on County property.

E. Consequences of Violent or Threatening Behavior

Any person who makes threats, exhibits threatening behavior, or engages in violent acts on County property will be removed from the premises as quickly as safety permits and will remain off County premises pending the outcome of an investigation. James City County will initiate an appropriate action. This action may include, but is not limited to suspension or termination of any volunteer placement and/or criminal prosecution of the persons involved.

IV. Internet Use

A. Policy Statement

The purpose of this policy is to ensure the proper use of the Internet while continuing to support the needs of the citizens and County employees.

B. Responsibility

- Use sound judgment at all times when on the Internet.
- Treat the Internet as a formal communications tool just as you would the telephone, radio, video, and written communications.
- Protect other's privacy.
- Be respectful and responsive to those with whom you are communicating.
- Understand that E-mail messages and other transfer of information via the Internet are not secure. If you desire to send someone confidential communication or sensitive information, use another form of communication.

- Use the Internet as much as necessary to perform your job and enhance your effectiveness. Use of the County equipment to conduct personal research on the Internet is only allowed with department with supervisor approval during nonwork hours.
- Keep your password confidential.

Be sure you are in compliance with all County policies and accepted standards whenever you use the Internet. These include, but are not limited to, computer security, virus detection, and accessing materials that may be offensive to, and/or inappropriate for, County employees or customers.

V. Discriminatory Workplace Harassment

A. Policy Statement

James City County shall maintain a quality work environment free of unlawful and improper harassment and will take action to prevent such harassment from occurring. Harassment of an employee, prospective employee, or any other individual, such as customers, volunteers, or vendors, on the basis of national origin, race, color, sex, religion, disability, age, sexual orientation or pregnancy will not be tolerated.

B. Responsibility

County Staff

Department Managers and Supervisors will take prompt, appropriate action within their work units to resolve any complaint and to prevent the incidence of discriminatory harassment. Volunteers should treat one another, employees and customers with respect and without regard to national origin, race/color, sex, religion, disability, age, or pregnancy. Volunteers should cooperate with the Human Resource Department during investigations and verification of reports of harassment.

C. Reporting Incidents

1. James City County volunteers, who have been the victim of harassment on the basis of national origin, race/color, sex, religion, disability, age, or pregnancy should:

- Request that the harasser stop; and/or
- Contact their supervisor; or
- Contact the Human Resource Department at 253-6680.

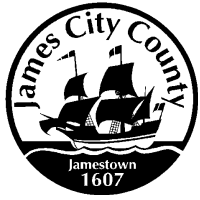
Thank You

Thank you for choosing to volunteer with James City County. As you contribute your work, time and skills, we hope you will also recognize the many benefits of volunteering. We hope the James City County Volunteer Services Program will provide mutual benefits and satisfaction for both our dedicated volunteers and for the James City County community.

Past themes of Volunteer Recognition weeks included "Volunteers....Our Greatest Natural Resource" and "Volunteers Make the Difference." These statements truly express the feelings of our citizens and staff. We find volunteers are valuable assets who are truly dedicated.. trained.. compassionate.. committed.. generous.. able.. willing.. and concerned.

We sincerely hope that each and every volunteer finds personal satisfaction in the knowledge that he or she is contributing to the improvement of the quality of life for all our citizens.

FORMS



Volunteer Application

Directions: Complete each section. Please print clearly.

Last Name		First Name		Middle Initial
Street Address		City	State	Zip Code
Home Phone No.	Business Phone No. or E-Mail Address:		Voting District	

Mr. Ms. Mrs Miss Dr. _____ I prefer to receive calls at Home Business Either

Is anyone else at this address already a JCC volunteer? No Yes If yes, what is their name? _____

Have you ever served as volunteer with us before? No Yes If yes, in what year? _____

I'm age 18 or older

Education: (check all that apply)

High school Undergraduate degree Graduate degree would

Availability:

Please check the boxes for the days and times you are most often available to serve.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Morning							
Afternoon							
Evening							

Skills:

Please check any of these skills that you feel you have and like to apply to a volunteer job.

- Accounting Computer data entry
- Coordinating projects Graphic arts
- Counseling others Grant writing
- Newsletter editing Nursing Organizing an event
- Public speaking Photography Teaching adults
- Teaching children Project Manager Scrapbooking
- Writing

References: Please list two people other than relatives who would be willing to serve as personal references.

1.

Last Name		First Name		Relationship
Street Address				
City:		State		Zip Code
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Dr. <input type="checkbox"/> _____		Home Phone No.		Business Phone No.

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2.

Last Name	First Name	Relationship
Street Address		
City	State	Zip Code
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Dr. <input type="checkbox"/> _____	Home Phone No.	Business Phone No.

Are you able to perform the essential duties of the job for which you are applying? Yes No

If no, please explain. (A disability will not prevent you from volunteering if you are able to perform the essential duties of the job with reasonable accommodations.)

Have you ever been convicted as an adult of any offense against the law including misdemeanors, felonies, and traffic violations?

Yes No If yes, please describe what crime, date of conviction, location of court proceedings, and specific sentence. (A conviction does not automatically mean that you will not hired.)

Do you possess a valid driver's license? Yes No Drivers License Number

Have any restrictions or revocations been issued? Yes No If yes, describe:

I certify that the vehicle I will be operating while performing volunteer activities has liability insurance in accordance with Virginia State laws. Yes No

Name and policy number of current vehicle insurance

I authorize James City County to conduct a driving record check.

I understand that it is my responsibility to share client information only with staff involved in the case, to keep all case information confidential, and to report any information which may affect the client's eligibility status to my supervisor or the client's caseworker.

I certify that this application is a complete record and that all entries and attachments are true and accurate to the best of my knowledge.

Volunteer's Signature

Date



Office of Volunteer Services

Volunteer Time Sheet

Name _____
 Department _____
 Job Title _____
 Supervisor _____

Month _____
 Total Hours Worked _____
 Date Assigned (if new) _____
 Date Terminated (if this month) _____

Date and Hours Worked

Date	Time In	Time Out	Total Hrs Worked
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

Date	Time In	Time Out	Total Hrs Worked
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			

Recognition given Yes No If yes, type _____
 (e.g., birthday, supervisory note, formal recognition by unit or agency, etc.)

Training provided Yes No If yes,
 type _____ Date _____
 type _____ Date _____

Volunteer Accomplishments (related to four Goal areas):

Volunteer Performance Appraisal

	Unsatisfactory	Below Expect.	Meets Expect.	Exceeds Expect.	Outstanding
1. QUALITY OF WORK: Consider volume of work produced and extent to which deadlines are met	Unacceptable output. Deadlines too often not met. <input type="checkbox"/>	Work output needs improvement. <input type="checkbox"/>	Produces required volume of work. <input type="checkbox"/>	Generally produces more than required volume of work. <input type="checkbox"/>	Work output is exceptional. Produces beyond expected level and frequently beats deadlines. <input type="checkbox"/>
2. QUALITY OF WORK: Consider freedom from error, thoroughness of work, exercise of good judgment and idea production.	Makes frequent errors and/or produces superficial or incomplete work. <input type="checkbox"/>	Acceptability of work needs improvement. <input type="checkbox"/>	Consistently produces acceptable work, makes few errors. Is thorough and shows adequate judgment. <input type="checkbox"/>	Generally produces very thorough and accurate work. Shows sound judgment and has good ideas. <input type="checkbox"/>	Exceptionally thorough and accurate. Shows superior judgment and contributes valuable ideas. <input type="checkbox"/>
3. a. Grammar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Punctuation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Spelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Use of reference sources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Use of equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. JOB ATTITUDE: Consider willingness and desire to meet assigned objectives.	Resists or shows little or no interest in accomplishing assigned objectives. <input type="checkbox"/>	Is sometimes less conscientious or willing that desirable. <input type="checkbox"/>	Is a willing worker, follows directions, and is interested in accomplishing work objectives. <input type="checkbox"/>	Generally shows strong desire to produce. Is a very conscientious and willing worker. <input type="checkbox"/>	Shows exceptional desire to produce. Performs with unusual enthusiasm and conscientious determination. <input type="checkbox"/>
5. EFFECTIVENESS WITH OTHERS: Consider degree to which volunteer maintains cooperative relations with others and effectiveness in accomplishing objectives through other people.	Is ineffective in dealing with many people. Causes unnecessary interpersonal problems which interfere with accomplishing work objectives. <input type="checkbox"/>	Sometimes uncooperative or ineffective in dealing with others. <input type="checkbox"/>	Generally cooperative and effective in dealing with others. <input type="checkbox"/>	Very cooperative and effective in dealing with others. <input type="checkbox"/>	Unusually effective in dealing with people. Accomplishes objectives through others under difficult circumstances. <input type="checkbox"/>
6. RELATIONS WITH THE PUBLIC: Consider responsibility, the desire to assist, ability to put self in place of citizen seeking public service.	Indifference is apparent to the public <input type="checkbox"/>	Acts without imagination in dealing with public <input type="checkbox"/>	Does not offer help, but gives it willingly on request. <input type="checkbox"/>	Easily approached and responsive, asks questions until able to understand and interpret citizens problems. <input type="checkbox"/>	Enthusiastic, is sought out by public, readily understands citizen's problem. <input type="checkbox"/>
7. ATTENDANCE: Consider adherence to schedule.	Does not contact supervisor prior to absence or delay. <input type="checkbox"/>	Occasionally fails to call supervisor prior to absence or delay. <input type="checkbox"/>	Always calls in prior to absence or delay. <input type="checkbox"/>	Whenever possible, notifies supervisor in advance of absence or delay. <input type="checkbox"/>	Whenever possible, notifies supervisor in advance of absence or delay and makes arrangements to reschedule work. <input type="checkbox"/>

Signature of Supervisor _____ Date _____



Office of Volunteer Services

Performance Evaluation (To be completed by Volunteer Supervisor)

Date: _____

Volunteer Evaluated (Name) _____

Evaluated by (Supervisor) _____ Title _____

Supervisors Phone No. _____

Job Assignment(s) _____

Please respond to the following questions:

I. Evaluate the volunteer's performance (outstanding, very good, average, unsatisfactory, or not applicable) in the following areas:

A. Quality of work

1. Understands assignment's purpose and tasks
2. Completes assigned tasks within reasonable amount of time
3. Demonstrates competence in performance of duties
4. Applies knowledge/skills from training
5. Ability to identify, refer, and/or solve problems on the job _____. Please give examples:
6. Was this volunteer able to complete his/her assignment? Yes No. Please explain

B. Attitude toward job

1. Reports to work as scheduled
2. Attendance of training sessions/unit meetings
3. Reliability
4. Enjoys volunteer work
5. Respects confidentiality of information

C. Relationships with others

1. Communication with staff
2. Rapport with citizens
3. Ability to develop communication with appropriate community resources
4. Ability to follow chain of command

II. Comment on any other factors that are important to the position such as leadership, assuming responsibilities, etc. Please comment.

a. Assumes additional responsibilities: never occasionally frequently

III. Do you have any suggestions for further placements of this volunteer?

IV. Attach any commendations, complaints, or other comments reflecting the volunteer's work in current position.

Supervisor's Signature

Date

Supervisor's Signature

Date



Office of Volunteer Services

Program Evaluation (To be completed by Volunteer)

Date _____

Volunteer _____

Job Assignment(s) _____

Supervisor Name _____ Title _____

Please respond to the following questions. Your input will help to make the volunteer program more responsive to your needs, staff needs and client needs.

1. SUPERVISION

- a. Were your job duties explained to you by the supervisor before you started work? Yes No
- b. Did your job include duties not described until you started work? Yes No If so, what were they?
- c. When you needed information was your supervisor available? always usually sometimes
- d. When you needed assistance was your supervisor available? always usually sometimes
- e. Did your supervisor make necessary arrangements or provide needed equipment (desk, phone, office supplies)?
 Yes No If no, what did you need?
- f. Were you informed of and included in unit meetings, agency meetings, and in-service trainings? Yes No If not, what did you miss?

2. TRAINING

- a. What type of training have you received since you started working here?
- b. Have you been able to use the training? very little some quite a bit almost all
How have you used the training?
- c. Do you have any comments or suggestions for improving training for this position?
- d. Is there any other type of training you would like to receive? Yes No. If yes, please identify.

3. VOLUNTEER JOB

- a. Did you find your job challenging and meaningful? Yes No Comments

- b. Do you want to continue in this position? Yes No If not, what would you like to do?

- c. Did you find your co-workers supportive? Yes No Please explain.

- d. Did the staff seem appreciative of your work? Yes No Not applicable

- e. Did the clients you worked with seem appreciative of your work? Yes No Not applicable

- f. Were you able to see progress with clients? most of the time frequently seldom never not applicable

- g. Overall, were you satisfied with this placement? Yes No Please explain.

4. Do you have any comments or suggestions for improvements in the following areas:

Supervision:

Recognition of volunteers:

Recognition of staff:

Job orientation:

Client services:

Client follow-up:

The overall volunteer program:

Volunteer's Signature

Date

JAMES CITY COUNTY LOCATION MAP

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JAMES CITY COUNTY LOCATION MAP