



PEOPLE REACHING OUT TO PROVIDE EDUCATION AND LEADERSHIP

# VOLUNTEER HANDBOOK

Revised 9-26-17

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*People Reaching Out to Provide Education and Leadership*

## **Our Mission, Vision and Values**

**Mission:** PROPEL promotes education, character and leadership through mentorship, apprenticeship and life skills training for “at risk” youth.

**Vision:** PROPEL aspires to expand opportunities and improve the quality of life for “at risk” youth.

**Value Statement:** PROPEL adopts the values of commitment, integrity and respect through mind, body and spirit.

## **SECTION 1: VOLUNTEER PROGRAM**

As a part of our commitment to the PROPEL mission and to creating opportunities for community investment in our organization, PROPEL welcomes volunteers in a variety of roles, including activities that directly support our paid employees, fundraising and student services. We want to tap into the skills, experiences, and talents of our community.

### **Volunteer and Other Classifications**

The term volunteer refers to any individual who, by choice and without reward, contributes time and service to PROPEL on a regular basis to assist PROPEL in the accomplishment of its mission.

Registered Volunteers: Those for whom certain criteria have been established. This includes registration, background check and basic orientation.

Registered-For-Credit Volunteers: Those who receive a fixed gratuity or credit from PROPEL, or from another agency, for volunteer performance and time (such as court-mandated volunteers, students or interns.)

Unregistered Volunteers: Participate only briefly for a special event or in a special circumstance, no paperwork or registration procedure has been or can be completed for them, and their numbers can only be estimated. This group of volunteers includes some of the large number of people involved in special events. An example would be a civic club that performs one time or limited activities for PROPEL or golf tournament volunteers.

Members: Students that are formally registered with PROPEL.

Paid Staff: Regular employees of PROPEL.

### **RECRUITMENT**

PROPEL will utilize its network in the community to recruit new volunteers on a case-by-case basis. Volunteer information and application forms will also be on the PROPEL website. The Education Director and Program Administrator will work together to manage the application, interview and evaluation of applicants.

## **APPLICATION PROCEDURES**

1. **APPLICATION:**

Interested persons are to submit a completed PROPEL Volunteer Application including the following: Application, Background Check Forms, Volunteer Waiver of Liability, PROPEL Waiver, Nondiscrimination Policy, and Confidentiality Policy. (All forms are provided together in one packet)

2. **SUBMISSION OF FORMS:**

The application forms can be submitted through the PROPEL website, postal mail, email or delivered in person. It is recommended that the application forms be submitted prior to scheduling an interview.

3. **INTERVIEW:**

Selected applicants will be interviewed after their application has been reviewed by the executive staff. They will be interviewed by the CEO and/or Educational Program Director, assessed, and assigned a position based on PROPEL program need and the applicant's resume and skills.

4. **BACKGROUND CHECK:**

All volunteers must submit a completed form for a background check and be cleared before volunteering on premises.

5. **DRUG SCREENING:**

Any volunteer working in an unsupervised position with PROPEL students will be required to take a urine drug screening test. The PROPEL Program Administrator will provide the applicant with a drug screening requisition form to be taken to a local lab. There is no charge for the testing. A clean drug screen report is required before the volunteer will be allowed to work in an unsupervised position.

6. **ORIENTATION:**

All new volunteers will receive an orientation to PROPEL covering our mission, vision and core program.

7. **PERSONNEL RECORD:**

Volunteer records are maintained and kept confidential in a locked filing cabinet.

## **Voluntarism At-Will**

Every volunteer has an at-will relationship with PROPEL. Volunteers are free to resign their position at any time. Likewise, a volunteer may be terminated at any time, with or without cause

and without prior notice by PROPEL staff. All terminations will be documented in writing and a copy will be placed in the volunteer's personnel file.

### **Recognition**

Volunteers will be recognized on an annual basis. Informal recognition of volunteers will also take place as deemed appropriate by PROPEL staff.

### **Volunteer Records**

Volunteers are required to sign in on the volunteer sheet in the PROPEL office at each visit. Record name, purpose of visit or assignment area and number of hours volunteered

### **Community Service Credit Hours**

Volunteers are responsible for tracking their hours. Community service forms are available in the office. Forms must be completed by the volunteer and signed by a PROPEL director to be valid.

## **SECTION 2: HARASSMENT-FREE WORK ENVIRONMENT**

PROPEL will not tolerate any harassment of any volunteer staff relating to race, color, sex, religion, national origin, age or disability. Harassment includes, but is not limited to slurs, jokes, other verbal, graphic or physical conduct relating to an individual's race, color, sex, religion, national origin, age or disability. PROPEL will not tolerate any unwelcome sexual advance, request for sexual favors or any other conduct of a sexual nature by a female or male.

Any volunteer staff member believing he/she has been a victim of harassment should talk to the PROPEL Chief Executive Officer.

## **SECTION 3: VOLUNTEER PROCEDURES**

### **ASSIGNMENT and TRAINING**

Volunteers will be assigned to a position that best fits their talent and expertise and is beneficial for the program. PROPEL staff will determine placement and assign responsibilities on a case-by-case basis. Volunteers will be trained as needed on the job by a supervising staff member.

## **ATTENDANCE**

The positions volunteers staff are vital to our PROPEL members. Therefore, it is essential that volunteers be punctual and regular in attendance. Volunteers are required to sign in at each visit. Volunteers are expected to remain on duty for the full time agreed upon, except when conditions vary and are approved by PROPEL staff.

We require that you call at least four hours before your assigned shift if you are going to be absent. Excessive absences will result in termination of the volunteer services.

## **RESIGNATION**

Notice of resignation for regular volunteer positions is appreciated. We request an exit interview with the volunteer for evaluation purposes:

- to review reasons for resignation
- to get feedback on volunteer experience and any suggestions for change or Improvement
- to express our appreciation for involvement

## **SUPERVISION**

Volunteers will be under the supervision of PROPEL staff. Directions on assignments will be provided. Any suggestions, questions or problems should be brought to the attention of PROPEL staff.

## **SECTION 4: YOUR RELATIONSHIP WITH MEMBERS**

### **GUIDELINES:**

- Introduce yourself to members
- Treat members with respect and dignity
- Be dependable
- Pass along any member concerns you feel need further attention to the Program Director or Chief Executive Officer
- Do not accept or give money, goods, or gifts from/to members.
- Do not be in a closed-door environment alone with any student.
- Do not contact members/students outside of regular PROPEL volunteer duties.
- Maintain professional conduct with members. Do not favor individuals.

## **SECTION 5: GENERAL INFORMATION**

### **CONFIDENTIALITY**

Information regarding PROPEL students, paid staff and volunteers, both verbal and written, is privileged and confidential.

### **GROOMING AND ATTIRE**

All volunteer staff should be dressed and groomed in appropriate good taste.

- Business casual or neat casual attire is required.
- No clothing can advertise or have reference to tobacco products, drugs, profanity, alcohol, racism or any inappropriate images.
- Shorts are permitted, but must be of appropriate length.
- Skirts must be at least fingertip length.
- Shirts must have sleeves (tank tops, halter tops, spaghetti straps are not permitted). Midriff must be covered.
- Shoes appropriate for the workplace must be worn at all times.
- No hats, hoodies, cutoff jeans or sweatpants

PROPEL staff reserves the right to determine appropriate dress and will ask volunteer to leave if it is deemed inappropriate.

### **DRUG-FREE WORKPLACE**

PROPEL is a drug-free environment. The possession, use, or distribution of illegal drugs and/ or alcohol is prohibited within our environment. All drug related paraphernalia are banned. All volunteer staff are prohibited from entering the PROPEL grounds under the influence of illegal substances and/or alcohol and are required to abide by the policy. All volunteers, staff and consultants are required to inform appropriate PROPEL supervisors of policy violations.

Persons violating this policy will be requested to leave the premises immediately and will be dismissed from PROPEL.

### **MEDIA RELATIONS**

Public statements on behalf of PROPEL to any media source may only be made by the Chief Executive Officer (CEO) or person appointed by the CEO.

## **HOURS OF OPERATION**

**SCHOOL YEAR** PROPEL follows the Palm Beach County School Board Calendar for classes and holidays.

Propel is open Monday - Thursday 3:30 pm - 7:00 pm for students  
Office hours are 8:00 am – 5:00 pm

**SUMMER** Summer session is held for four weeks in the summer. Dates and times will be posted at PROPEL and on the website.

## **INJURIES**

All injuries or accidents must be reported to PROPEL staff at once. Consult a staff member about filling out an incident report form.

## **PERSONAL BELONGINGS**

PROPEL is not responsible for the loss or damage of any personal property.

## **SMOKE FREE ENVIRONMENT**

PROPEL is a smoke free environment. Use of tobacco products, Vape Pen or smoking paraphernalia is banned.

## **TELEPHONES/ CELL PHONES**

Office telephones are not available for use by volunteers, unless in case of an emergency.

Personal cell phones should not be out or used while volunteering at PROPEL.

**PHOTOGRAPHY: **TAKING PHOTOS OR VIDEO OF PROPEL STUDENTS IS STRICTLY PROHIBITED.****

## **TRANSPORTATION**

- Volunteer staff **are prohibited** from transporting PROPEL students in their personal vehicles.
- Volunteers are not allowed to ride in a PROPEL van unless specifically assigned to a volunteer job for that day.
- Volunteers are prohibited from driving a PROPEL van.