

United Way of Wapello County Volunteer Handbook



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Seniors



United Way
of Wapello County

United Way of Wapello County Volunteer Center

Ali Wilson
Executive Director
a.wilson@wapellocouw.org

United Way of Wapello County
224 East Second Street, Suite 1
P.O. Box 1778
Ottumwa, IA 52501

641-682-1264
641-682-6199 FAX

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Welcome

Dear United Way Volunteer,

Welcome to United Way of Wapello County! We are very excited to have you join us.

We know that a strong and vibrant community is important to you, and we know that the changes that need to be made can't happen without your help.

United Way of Wapello County tackles the source, not just the symptoms, of our community's core challenges. That is how we go beyond short-term charity affecting a few to long-lasting solutions that lift up the whole community. We are working to create opportunities for a better life for all of the people who live, work, and raise their families here.

In becoming a United Way Volunteer, you are joining caring individuals and organizations from across our community who choose to Live United. We hope you will find your United Way volunteer experience rewarding and enjoyable. Our programs could not be successful without your time, talents, and wisdom, so please do not hesitate to let us know how we may improve our program and your volunteer experience.

We are immensely proud of the work United Way Volunteers do, and we hope you will be too.

Please contact us if you have any questions regarding the program or your volunteer experience. Thank you for becoming a United Way Volunteer!

Sincerely,

Ali Wilson

Ali Wilson

Executive Director

About United Way of Wapello County

United Way of Wapello County (UWWC) works to advance the common good by focusing on the three building blocks for a good quality of life – education, income, and health. United Way unites the people and organizations from all across Wapello County who bring the passion, expertise, and resources needed to get things done and we need you to join us!

Mission

United Way of Wapello County advances the common good through sustainable, measurable improvements to our communities' education, income, and health.

Vision

United Way of Wapello County envisions thriving communities where residents are educated, have income stability, and lead healthy lives.

Volunteer Vision

United Way of Wapello County is committed to engaging volunteers at all levels of our organization. Our board and staff recognize and promote volunteerism as a strategy to improve our organizational effectiveness, build community relationships, and drive impact in the areas of education, income, and health.

Why become a United Way volunteer?

United Way volunteers help:

- Increase food security in our community.
- Increase access to healthy food.
- Families become more financially secure.
- Provide financial literacy services to economically disadvantaged individuals.
- Improve housing conditions for families in need.
- Increase the quality of life throughout our community.
- Respond to other community needs as they arise.
- Make United Way more effective and impactful.

Benefits of volunteering with United Way:

- You can utilize your experience and talents to strengthen your community.
- You will build new community connections while developing new skills.
- United Way will help you choose the volunteer opportunity that is best for you.

- As a United Way volunteer, you will have an impact on the most pressing issues facing our community.
- You will stay engaged and active in your community.
- UWWC will frequently recognize you for your service.

Who can volunteer?

We welcome volunteers from all across our community. Any person who is willing to give their time and talent to impact education, income, and health in our community can volunteer with United Way.

Volunteers under the age of 16 may need to have a parental waiver on file or be accompanied by a parent or guardian. This will depend on the nature of the service and will be determined by the volunteer's direct supervisor or the Community Engagement Director on a case-by-case basis. Examples of volunteer roles which may require parental accompaniment include volunteers who use power tools, drive vehicles or operate machinery, go into private homes, or others we may develop in the future.

How do I become a United Way volunteer?

1. Contact the United Way office and request an application or visit www.wapellocouw.org.
2. Return the completed and signed application to the office or via email.
3. If you are looking for a new volunteer placement, we will contact you after reviewing your application to arrange an in-person or phone interview to further discuss your interests, skills, and availability.
4. Once we have identified a potential volunteer position(s) for you, we will arrange introductions with the program manager.
5. Begin volunteering!

Level of Participation

The amount of service given by volunteers can vary from one a year, to a few hours a month, to nearly 40 hours a week. You can choose how much time you would like to give.

Recruitment and Placement

UWWC will work with volunteers to determine their suitability for and interest in a volunteer position prior to placing them in a volunteer position. Ongoing volunteers will complete a UWWC Volunteer Application, which includes skills and interest information.

The selection process may also include an in-person interview, a phone, or email interview, reference check or referral from another organization, depending on the specific position. If possible, staff members who will be working with the volunteer will be a part of the selection process.

Training and Orientation

Volunteers serving with UWWC will receive training including skills necessary for their specific position, the operation of the program they are working with, and the overall mission of United Way of Wapello County and the Volunteer Center.

Either the volunteer's direct supervisor, the Community Engagement Director, or a combination of both will deliver the training and orientation.

Volunteer orientation for ongoing volunteers will include a review of the volunteer position description and the Volunteer Handbook.

The depth and scope of your training will vary to keep them appropriate to the nature of the volunteer opportunity and the individual volunteer. One-time or employee volunteers may not receive a volunteer position description or Handbook; however, the Handbook will be available to all volunteers upon request.

Volunteer Position Descriptions

Each volunteer position within United Way of Wapello County will have a Volunteer Position Description. The Position Description will include the purpose or goal of the position, sample activities, qualifications required, time commitment and duration, and will indicate the individual volunteer supervisor.

One-time, short-term or employee volunteer groups may not have a specific Volunteer Position Description.

Volunteer Supervision

Volunteers will have an identified volunteer supervisor. This may be a Program Coordinator, the Community Engagement Director, other United Way staff, or an experienced volunteer.

For ongoing volunteers, a specific supervisor will be identified within your volunteer position description.

One-time volunteers or employee groups may not have a volunteer position description. For these volunteers, the volunteer supervisor(s) will be the United Way staff present on site.

In any other instance, the volunteer supervisor will be presumed to be the Community Engagement Director.

Reporting Volunteer Time

As a United Way volunteer, we will ask you to report your volunteer hours to a United Way staff person.

We are required to report this information on several state and federal grants, so reporting your time helps fund United Way programs.

Tracking volunteer hours also helps us tell the story of how important volunteers are to our organization. Your hours give a description of where you, the volunteer, are being most helpful in strengthening our local community.

Depending on the program you work with, we may ask you to fill out a timesheet or a sign-in sheet, or we may ask that you track your own hours and submit them to us monthly. Your volunteer supervisor will give you specific instructions on how to report your time. Some volunteers may use email or call in their hours for the volunteer supervisor to properly record and credit the hours served.

Performance Management

UWWC staff work with our volunteers to ensure that program goals are being met, and to ensure your time and talents are valued and applied appropriately.

UWWC strives to keep lines of communication operating in both directions between staff and volunteers. Staff will provide volunteers with all of the necessary information and tools to successfully perform their volunteer roles. If at any time you feel you need more information or additional resources, please inform either your identified volunteer manager or the Community Engagement Director. Volunteers will receive timely and effective feedback, support, and encouragement from UWWC staff.

In some situations, adjustments may need to be made. Examples of adjustment include additional training, re-assignment to a new volunteer position or dismissal from volunteer service.

Attendance

If you expect to be absent from a scheduled activity or event, please inform UWWC staff as far in advance as possible so that alternative arrangements can be made.

Scheduled volunteers will be notified along with staff in the event the office is closed due to weather. Every effort will be made to notify volunteers by 6:30 AM. In other instances of severe weather or dangerous conditions, each volunteer should use their best judgement to determine whether they can safely travel to and from their service location. Please notify UWWC staff as soon as possible if you are not able to attend because of the weather.

UWWC understands that occasional absences or rescheduling may be necessary; however, continual absenteeism affects our ability to serve our community and may result in reassignment or termination of service.

Conduct

While acting as a United Way Volunteer, volunteers must follow UWWC guidelines and policies. This includes outlined requirements for training, attendance, or any other guidelines established by the volunteer program.

Volunteers are expected to represent United Way of Wapello County in a professional and positive manner. Volunteers must treat all volunteers, staff, and members of the public with courtesy and respect at all times.

Volunteers must refrain from any behavior or speech which is obscene, discriminatory, harassing, or disruptive to other volunteers and staff. See United Way Anti-Harassment/Anti-Discrimination policy for more detailed information.

Volunteers must refrain from the use of illegal drugs or alcohol, or being under the influence of illegal drugs or alcohol while volunteering. Use of illegal drugs or alcohol during service shall be cause for termination as a United Way Volunteer.

Limited consumption of alcohol may be appropriate if volunteers are serving at a United Way event such as a recognition event or fundraiser.

Dress Requirements

UWWC volunteers must dress neatly and appropriately for the service being performed. What is appropriate dress will vary based on the type and location of the service.

UWWC volunteers may not wear clothing that advertises cigarettes, alcohol, and/or drugs; contains profanity; or contains hateful or inflammatory messages.

Volunteer Separation and Appeal Process

UWWC volunteers may terminate their service at any time by notifying a staff member. Volunteers may also request help from staff in finding an alternate placement at any time.

United Way has the right to dismiss a volunteer from a position for reasons related to, but not limited to, excessive absences, misconduct, a breach in confidentiality, an inability to perform assignments, noncompliance with UWWC policies, or an unwillingness to accept supervision during assignments.

In the case of dismissal for cause, UWWC will provide written notification to the volunteer.

Volunteers may appeal a dismissal in writing to the Executive Director. The written appeal must be received by UWWC within 15 days of volunteer dismissal. The Executive Director will review the appeal, including input from the program staff and the volunteer, to determine whether the volunteer may be reinstated. Written notification of that decision will be provided to the volunteer within 15 business days.

If a volunteer wishes to appeal the Executive Director's decision, he or she may appeal in writing to the United Way Board of Directors within 30 days of the decision. The Board will review the appeal with input from the Executive Director, program staff and the volunteer. The Board will notify the volunteer of their decision in writing within 30 days. The decision of the Board is final.

Non-Discrimination Policy

United Way of Wapello County values diversity and believes that our volunteers should reflect the community we serve. UWWC will not discriminate against volunteers or in the operation of its program on the basis of age; ethnicity; gender; gender identity; sexual orientation; language differences; nationality; parental status; physical, mental, and developmental abilities; race; religion; skin color; or socio-economic status. We ask our volunteers to abide by this same non-discrimination policy during their service with UWWC.

If you are interested in serving with United Way but feel you may need some accommodation, please speak to a United Way staff member. We will accommodate our volunteers' needs to the best of our ability.

See United Way of Wapello County policies for complete non-discrimination policy.

Confidentially

During your service with United Way, you may encounter information of a confidential nature. The problems, activities, relationships, and confidences of the individuals you may encounter during your service should never be shared or discussed with anyone who does not have a professional right to know. Please respect this right of others and do not share any private documents or repeat any information which may provide personal identifiers or data.

Volunteers who serve regularly with United Way will be required to sign a confidentiality and privacy policy agreement. See United Way of Wapello County policies for complete confidentiality policy.

Privacy Policy

Personal information about UWWC volunteers contained on the volunteer application will not be disclosed to any other individual or agency without the expressed prior written permission of the volunteer.

The exception to this rule will be the publicizing of a volunteer's name and service activities during recognition events and in the media.

UWWC volunteers shall have reasonable means to obtain, review, and correct/amend personal information when necessary.

Only authorized personnel for UWWC will have access to the volunteer database.

See United Way of Wapello County policies for complete privacy policy.

Background Checks

United Way does not typically require background checks for volunteers.

RSVP does complete an NSOPW (National Sex Offender Public Website) search on all RSVP volunteers. The search is free to run and is open to the public.

Depending on the volunteer program and the volunteer's access to vulnerable populations, UWWC may determine that a background check is necessary. We will obtain written permission before running a background check on a volunteer.

See United Way of Wapello County policies for complete background check policy.

Conflict of Interest Policy

Volunteers must abide by the United Way of Conflict of Interest Policy.

Volunteers who serve on the Board of Directors or in some other decision-making capacity will sign a conflict of interest agreement annually.

All other volunteers will refrain from actions or activities of an individual may also involve the obtaining of a personal gain or advantage or result in an adverse effect on UWWC's interests.

See UWWC Conflict of Interest Policy for more information.

Volunteer Insurance

All UWWC volunteers are covered under our volunteer insurance while serving with United Way. Accidents travelling to and from a volunteer opportunity are not covered.

All active RSVP volunteers receive supplemental volunteer liability, accident, and automobile liability insurance. Each provided insurance is active only while volunteering at designated RSVP Volunteer Stations. All insurance provided is secondary to your current provider. RSVP volunteer insurance only covers claim incidents which occurred at an approved volunteer station or on a volunteer's direct route between a service location and the volunteer's home.

Limitations for United Way Volunteers

United Way volunteers have some limitations in the type of activities they can perform. Some of these limitations are based on grant funding guidelines, and some are based on United Way's mission and values. Volunteers may discuss any of these limitations with the Community Engagement Director or United Way Executive Director for clarification or to address any concerns.

Limitations for UWWC Volunteers may include:

1. UWWC volunteers and staff members are restricted from engaging program funds, time, or materials in electoral activities, voter registration, voter transportation to polls, or efforts to influence legislation.
2. Volunteers and staff are also prohibited from using offensive, discriminatory, hateful, or harassing language or activities.
3. UWWC volunteers may not engage in activities which displace paid staff.
4. Grant funds will not be used to finance labor or anti-labor organizations or related activities.

5. UWWC volunteers will not receive a fee for service from service recipients, or the recipient's legal guardians, family members, or friends.
6. Volunteers will not give religious instruction, conduct worship services, or engage in proselytization as part of their duties. If the volunteer station is an organization that conducts inherently religious activities, those activities will be offered separately, in time and location, from programs or services offered by UWWC volunteers or staff.

Inactive Volunteers

Volunteers become inactive when they are not serving on a regular basis or intensively on short-term assignments, such as seasonal volunteers like those serving with the VITA program.

Inactive volunteers may be re-enrolled in the program by contacting UWWC for placement.

Appreciation Events

United Way volunteers will be invited to special appreciation events throughout the year. Only active volunteers are eligible to attend these events.

Contacting United Way of Wapello County

Please feel free to contact United Way staff any time with questions, concerns, or comments regarding your volunteer experience.

Ali Wilson, Executive Director

E-mail: a.wilson@wapellocouw.org

Peggy Fisher, RSVP Director

Email: p.fisher@wapellocouw.org

United Way of Wapello County

224 E. Second St., Suite 1

P.O. Box 1778

Ottumwa, IA 52501

641-682-1264

641-682-6199 fax

Jefferson County RSVP Office

John Miller, RSVP Coordinator for Jefferson County

Email: j.miller@wapellocouw.org

209 S. Court St. (Community Center)

Fairfield, IA 52556

(641) 919-4242

Monroe County RSVP Office

Erika Appleton, RSVP Coordinator for Monroe County

18 S. Main St. (Albia Chamber of Commerce

Albia, IA 52531

641-799-9913

Receipt of Handbook

Thank you for choosing to serve as a United Way Volunteer. The work you do with our organization truly makes a powerful difference in our community and ensures we **LIVE UNITED**.

Please read the Volunteer Handbook carefully. It will answer many questions about your volunteer service, describing what's expected of you and the opportunities available to you. Additional information on our various policies can be obtained from the Community Engagement Director or Executive Director. This handbook is designed to simply highlight our programs and policies.

Your Acknowledgement:

I acknowledge I have reviewed the United Way of Wapello County's Volunteer Handbook and that I will have access to this handbook, as requested, from UWWC staff. I am returning one copy of this form to United Way of Wapello County and I will keep a copy.

_____	_____	_____
Volunteer Name	Volunteer Signature	Date
_____	_____	_____
UWWC Staff Name	UWWC Staff Signature	Date