

Volunteer Conduct Standards

Organization: _____

Address: _____

Telephone: _____

These standards shall be conveyed verbally and in writing by organization staff to volunteers.

Volunteers shall not:

- Have any inappropriate contact with any client of the organization met through their volunteer opportunities.
- Be in contact with any client of the organization without the prior knowledge or consent of the organization's staff.

Exceptions include routine business activity.

Some examples of inappropriate conduct include:

- Violations of state or federal laws regarding child abuse, substance abuse, or other conduct.
- Use of profanity or other inappropriate or harassing language in the course of volunteering.
- Physical contact with a client or other conduct that is inappropriate to the volunteer relationship.

These are examples only and are not intended to be a comprehensive list. Other actions not specifically listed herein may result in suspension or dismissal as a volunteer.

An allegation that a volunteer has violated these standards will result in temporary suspension as a volunteer, pending an appropriate investigation. If the organization determines that a violation occurred, it will immediately and permanently dismiss the volunteer.

I have received a copy of the Volunteer Conduct Standards and have read, understood and agreed to abide by these standards.

Signature: _____

Name (print): _____

Date: _____



The Volunteer's Rights and Responsibilities

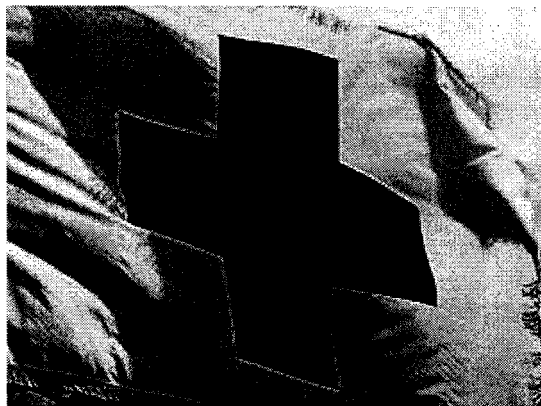
Volunteering is a rewarding experience when all participants in the relationship have a mutual respect and desire to cooperate in meeting designated needs.

It is your **RIGHT:**

1. To be assigned a job that is worthwhile and challenging, with freedom to use existing skills or develop new ones.
2. To be trusted with confidential information that will help you carry out your assignment.
3. To receive orientation, training, and supervision for the job you accept.
4. To expect that your time will not be wasted by lack of planning, coordination, and cooperation within your organization.
5. To know whether your work is effective and how it can be improved: to have a chance to increase understanding of yourself, others, and your community: to be kept informed through newsletters, attendance at meetings, memoranda, etc. about what is going on in the Red Cross.
6. To declare allowable non-reimbursed out-of-pocket costs for federal (some state and local) income tax purposes.
7. To be given appropriate recognition in the form of awards, certificates of achievement, etc., but even more important, recognition of your day-to-day contributions by other participants in the volunteering relationship.
8. To ask for a new assignment if you so desire, or to accept a second assignment if you wish to give additional service.

It is your **RESPONSIBILITY:**

1. To accept an assignment of your choice with only as much responsibility as you can handle.
2. To respect confidences of your sponsoring organization and those of the recipients of our services.
3. To fulfill your commitment or notify your Chairman early enough that a substitute can be found.
4. To follow guidelines established by Red Cross Codes of dress, decorum, etc.
5. To use your time wisely and not interfere with performance of others.
6. To provide feedback, suggestions, and recommendations to Chairman if these might increase effectiveness of program.
7. To be considerate, respect competencies, and work as a member of a team with all staff and other volunteers.



Volunteer Position Description Worksheet and Sample

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Consider using or adapting this worksheet to develop position descriptions for the volunteer positions in your nonprofit.

Sections of the Job Description

Explanation and Example

Purpose: This section describes the specific purpose of the position in no more than two sentences. If possible, the purpose should be stated in relation to the nonprofit's mission and goals.

Example: The position of *After-School Tutor* support [Name of Nonprofit]'s educational program for high school students. The tutoring program is designed to help high school students achieve academic success and graduate on time.

Job Title: What title has been assigned to the position?

Example: After-School Tutor

Location: Where will the volunteer work?

Example: The After-School Tutoring Program is conducted at the County Library on Main Street

Key Responsibilities: List the position's major duties.

Example: The After-School Tutor:(1) works with an assigned high school student to provide assistance in one or more academic subjects;

(2) assists a student develop a better understanding of in-class and homework assignments;

(3) coaches the student in identifying resources to complete assignments;

(4) reviews completed assignments and suggests ways to improve or supplement assignments; and

(5) provides positive feedback on the student's progress and encourages the student's continued focus on academic excellence.

Reports to: Indicate the title of the person to whom the volunteer reports.

Example: Director of Tutors

Length of Appointment: Note the time period in which the volunteer will serve, and include restrictions, if applicable.

Example: The After-School Tutor will serve for the Fall 2001 and Spring 2002 semesters. The tutor is eligible to continue in the 2002/2003 school year with approval from the director of tutors.

Time Commitment: Indicate the approximate number of days or hours required per week.

Example: The After-School Tutor position requires a minimum commitment of two hours, and no more than four hours per week, for each week that school is in session. In addition, each volunteer must attend a two-hour orientation during the week before the semester begins. The program is held from 3-5 p.m. each Wednesday.

Qualifications: List education, experience, knowledge, and skills required. If a criminal history record check or other background check will be conducted, it should be indicated here.

Example: Eligible candidates for the After-School Tutor position include adults over 21 years of age who have earned a Bachelor's Degree and who pass a criminal history record check.

Support Provided: List resources that will be available to the volunteer.

Example: Training for this position will be provided at the four-hour orientation session. In addition, the director of volunteers is available on an ongoing basis to answer questions and provide other assistance as needed.

Other categories that an organization would include, if applicable, in a volunteer job description are:

- *appointed by*
- *development opportunities*
- *relationships*
- *age requirement*
- *benefits provided (i.e., lunch, T-shirt or opportunity to assist a young person achieve academic success).*



...find the answer here

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