

# Procedures for Volunteer Management

The following procedures are to be followed regarding volunteer management.

## **Volunteer Recruitment**

The Park District maintains a volunteer page on the website at [www.pdop.org/work-opportunities/volunteer](http://www.pdop.org/work-opportunities/volunteer) where current volunteer opportunities and information about the Acorn to Oaks program is located. The Park District may, from time to time, post advertisements and other recruiting efforts for volunteers in newspapers, on social media and in community newsletters. Program supervisors and managers should also actively recruit for volunteers as ultimate responsible for securing needed volunteers for a program or facility falls on them.

## **Volunteer Application & Selection**

All individuals interested in volunteering with the Park District will complete the Acorn to Oaks Volunteer Application. Once that is completed and submitted to the Recreation Department, the application will be sent to the program supervisor, or manager responsible for the area where the volunteer indicated interest.

The program supervisor or manager will interview the applicant and if chosen for the role will approve the processing of the background check for the volunteer.

## **Criminal Background Checks for Volunteers**

In order to serve as a volunteer for the Park District of Oak Park, individuals must apply for and pass a criminal background check once every three years. Criminal background checks must be completed for volunteers who meet any of the following criteria:

- will have contact with vulnerable individuals (youth, elderly, disabled, etc.) or
- will not be under the direct supervision of a responsible staff member at all times during volunteer work
- will be working in a regular volunteer position (more than a one-day volunteer at a special event)

### Completing a Volunteer Background Check

The application form is available online at <https://opportunities.averity.com/Application.aspx?oid=12518>. Approved volunteers may use this direct link or navigate to the Park District website at [www.pdop.org](http://www.pdop.org). From the homepage, they must:

1. Click "Jobs" on the top-right of the page.
2. Click "Volunteer" under "Work Opportunities" on the left side of the page.
3. Click "Click this link to process your criminal background check." under "For approved volunteers only" at the bottom of the page.

After completing the application, volunteers must notify the Program Supervisor who oversees the area in which they plan to work. Individuals volunteering for one of the Park District's affiliate groups should notify their group's Official Liaison, who will then notify the Recreation Department Assistant.

The Program Supervisor or Recreation Department Assistant then orders the background check by following this process:

1. Log on to the Verity Admin website at [averity.com/login](https://averity.com/login).
2. Enter username and password.
3. Click "Continue" at the bottom of the page.
4. Click "New" under "Pipeline" on the left side of the page. Names of recent applicants will be displayed.
5. Select the names of each volunteer to be processed.
6. Click "Order Background Check..." in the "Actions" box on the left.
7. Select the appropriate Billing Reference.
8. Choose "Basic" under "Package".
9. Click "Next".
10. Review the summary of applicants, and if correct, click "Submit For Background Check".

After ordering the background check, the Program Supervisor or Recreation Department Assistant must send an email to the HR Assistant listing the names of each volunteer to be processed. The HR Assistant will contact the Program Supervisor or Recreation Department Assistant if an applicant does not pass the background check.

#### Recommended Criteria for Exclusion

An individual will be disqualified and prohibited from serving as a volunteer if the person has been found guilty of the following:

- All Sex Offenses regardless of the amount of time since the offense,
- All Felonies for Violence regardless of the amount of time since the offense,
- All Felonies Offenses other than Violence or Sex within the past 10 years,
- All Misdemeanors for Violence within the past 7 years,
- All Misdemeanors for Drug & Alcohol Offenses within the past 5 years or multiple offenses within the past 10 years,
- Any other Misdemeanors within the past 5 years that would be considered a potential danger to children or is directly related to the position being hired for, or
- Any other crimes as indicated in 70 ILCS1205/8-23(c) of the Illinois Park District Code.

#### **Volunteer Training**

Volunteers will be trained for the duties of the position assigned. The training will vary in length and detail depending on the volunteer position. Many on-going volunteer positions will involve an orientation process or training. One-time special event volunteers will generally receive training on the day of the special event regarding their duties and the safety procedures for the event.

Documentation of volunteer training shall be kept by the program manager or supervisor.

#### **Volunteer Supervision**

All volunteers must report to a full-time staff employee at the Park District (or with FOPCON for Conservatory volunteers). Volunteers may receive supervision from part-time staff or occasionally other volunteers in certain situations. The full-time employee is responsible for

volunteer management, including any recognition, mentoring, discipline, and evaluation that may need to occur.

If the volunteers are not directly supervised by the staff member responsible for volunteer management, the supervisor must make an effort to visit and observe volunteers on an on-going basis in order to ensure that the volunteer is performing to expectations.

### **Volunteer Evaluations**

Volunteer supervisors should provide feedback in the form of verbal and written evaluations to volunteers with on-going responsibilities.

### **Volunteering Tracking**

A monthly report of volunteer names, duties and hours must be submitted to the Park District Recreation Assistant, or logged at [surveys.pdop.org/s3/volunteerlog](https://surveys.pdop.org/s3/volunteerlog) at a minimum of every month. Data from this log is compiled automatically and available for review on the Park District's dashboards.

### **Volunteer Recognition**

The Park District launched the Acorns to Oaks Volunteer program in 2013. The program tracks volunteer hours through the volunteer log and recognizes volunteers who work 10, 20, or 30 or more hours during any quarter. Totals are compiled by the Recreation Assistant at the end of each quarter (end of March, June, September, and December). Prizes are then distributed to the volunteers by the program manager or supervisor on a quarterly basis.

### **Volunteer Retention**

Efforts should be made by staff to increase volunteer retention. This is best done by recognizing volunteers, providing training and professional development, matching volunteers to organizational tasks related to their skills and strengths instead of just organizational needs. In addition, providing a culture that is welcoming to volunteers, treating them as a valuable part of the team, allocating resources to support them, and enlisting volunteers in recruiting other volunteers will all help the Park District achieve higher volunteer retention.

The Park District encourages supervisors to make an effort to keep in touch with volunteers throughout the year. To this mean, the Park District hosts a staff and volunteer program at one of our facilities during the month of July. All registered volunteers are invited with their families to this event.