



GOVERNMENT OF THE VIRGIN ISLANDS OF THE UNITED STATES  
**Department of Education**  
THE OFFICE OF HUMAN RESOURCES

## **VOLUNTEER POLICY AND PROCEDURE**

### **PURPOSE**

It is acknowledged that there has been a growth of volunteers across the Department and this policy includes clear procedures and processes to support volunteering. The Department of Education hereafter referred to as "the Department", will endorse volunteer programs, which support the achievement of the Department's Vision and Mission. The Department of Education is committed to recognizing, supporting, and enhancing the involvement and contribution of volunteers in delivering the programs and services of the Department.

### **APPLICABILITY**

This policy covers all volunteers within the Department of Education. Volunteers are individuals, who through volunteering, contribute to supporting an environment and culture of success at the Department of Education. Volunteers provide service and leadership for effective delivery of programs and services. Volunteers do not receive a salary or wage for this service.

Volunteers also play a vital role in student success and contribute to the vast learning experiences of students. As the school system continues to make these opportunities available, it will also continue to move forward to provide the safest and most secure learning environment for all students.

### **NOTIFICATIONS**

A copy of this policy will be provided to all employees and volunteers. This policy supersedes all previously written memorandums and policies. The Department reserves the right to rescind, and/or amend this, and all Department policies, at any time, with notice.

### **GUIDELINES**

#### **HEALTHY WORKPLACE FOR THE VOLUNTEER**

**(a)** The Department acknowledges its obligation to provide a healthy and safe environment for all volunteers, participants and staff. Each volunteer will receive training from an appropriate staff person and will be provided with appropriate information to perform their assignment safely.

**(b)** A volunteer who cannot carry out regular duties effectively or safely may be reassigned or asked to withdraw from volunteer activities until other work is available or the individual is able to carry out the activities.

## **SCREENING STANDARDS**

(a) The Department is committed to creating a safe and secure environment for everyone involved in our organization. To ensure a mutually beneficial experience for volunteers and the department and the safety of participants, all potential volunteers will be screened before they can be accepted and placed within the organization.

(b) Required screening procedures will be dependent on the volunteer position and will be outlined in the Department's **Screening Guidelines**, see **Appendix A**. Screening will take place at regular intervals throughout the course of a volunteer's time with the department to ensure the safety of volunteers, staff and others.

(c) Volunteers who do not consent to the appropriate screening process or are deemed to be unsuitable for a volunteer position through the screening process will not be permitted to volunteer with the Department.

(d) The Department will ensure compliance with all applicable federal and local laws.

(e) The Department will ensure that informed decisions, based on appropriate background information concerning candidates, are made.

(f) Any costs associated with the volunteer screening process will be covered by the Department.

## **TRAINING AND ORIENTATION**

Volunteers will receive training and orientation by the appropriate staff to carry out the responsibility of their position and to enhance the experience of volunteering. Training will provide the volunteer with specific knowledge, skills and support to perform their role effectively.

Smoking is not allowed in any building or in the presence of students.

Loss of temper and use of inappropriate language is not acceptable on school property.

Volunteers are not to counsel students on such topics as religious beliefs, sexual topics, family relationships, personal hygiene, or moral issues.

## **RESOLUTION OF ISSUES**

(a) Every effort will be made to resolve issues amicably and cooperatively. Volunteers have the right to address concerns with their supervisor or with the Director of Human Resources.

(b) The Department reserves the right to terminate the volunteer at any time.

(c) The Volunteer reserves the right to terminate their volunteer work at any time.

**CONFIDENTIALITY**

(a) Volunteers are expected to respect and maintain a high level of confidentiality regarding school related matters, information about other volunteers and staff gained through the role or presence as a volunteer with the Department.

(b) The Department will maintain confidentiality of information about the volunteer, including, but not limited to, information gathered during the application and screening process.

(c) All records collected during the screening process will be kept confidential.

**MEDIA PROTOCOLS**


The Department of Education's policy states that only authorized personnel will provide comment to the media. All media inquiries must be directed to the Departments Public Relations Office. Under no circumstances should a volunteer offer to answer any questions or comment in any way.

**SIGNATORIES**

  
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Dayna Clendinen, Director of Human Resources

  
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Date

  
\_\_\_\_\_  
La Verne Terry, Ed.D., Commissioner

  
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Date

## **Volunteer Screening Guidelines – Appendix A**

These guidelines are intended to provide direction to management, staff and volunteers in accordance with the Volunteer Policy of the Department of Education hereafter referred to as “the Department”. The screening guidelines serve to:

- (i) Create and maintain a safe environment
- (ii) Ensure an appropriate match between volunteer and task.

### **SCREENING OBJECTIVES**

The Department is committed to creating a safe and secure environment for all staff and visitors at our facilities. Instituting volunteer screening fulfills the following objectives:

- (i) New and current volunteers meet set standards directed at reducing risk for users of Department facilities.
- (ii) Department programming and services are conducted in a manner that is safe, professional and secure for all participants.
- (iii) Volunteers are involved appropriately and effectively.
- (iv) The Department is in line with best practices in volunteer management across Government.

### **SCREENING PROCEDURE**

The process outlined below demonstrates the steps required for the screening process of volunteer candidates.

- (i) The volunteer candidate will request a volunteer application (in person at the Department of Education, Office of Human Resources or electronically through our website, [www.teachusvi.net](http://www.teachusvi.net), from the Department. A copy of the *Volunteer Policy* and *Volunteer Screening Guidelines* will be provided to the candidate and/or the candidate can access these documents on the website.
- (ii) The volunteer candidate will complete the volunteer application form, including completion of appropriate forms and consent to Police Records Check.
- (iii) The Department will facilitate the screening process by sending the reference check form(s), once completed by the prospective volunteer, to the relevant Police Department.
- (iv) The Supervisor will complete the Volunteer Role Statement see Appendix B.

(v) Following the receipt of all volunteer screening forms, the Office of Human Resources will conduct the following steps:

**(a) Interview** - Arrange and conduct an interview with the candidate and the managing division, to assess the candidate's background, skills, interests and availability. This step is taken to determine which type of volunteer position best matches the candidate's interests and skills. The interview serves as a screening tool related to the suitability of a candidate.

The Department staff member responsible for managing volunteer programming may determine the candidate is not suitable for a volunteer position based on the interview.

**(b) Reference check** - Request and make contact with three references provided by the volunteer applicant. Reference choices may include those from previous places of employment or community contacts. The reference checks provide further detail about candidate suitability and provide an opportunity to determine the accuracy of information provided by the candidate.

The Department staff member responsible for managing volunteer programming may determine the candidate is not suitable for a volunteer position based on the reference checks.

**(c) Analysis of screening results** - Review the results of the Police Records Check. All volunteers will be required to complete a Police Records check. The Department staff member responsible for managing the volunteer and the Human Resources officer will determine the suitability for the position based on the information acquired.

(i) The existence of an adverse screening result will be assessed by the Department and where warranted will exclude the applicant from the volunteer opportunity.

**(d) Contact candidate** - Communicate with the candidate to indicate the results of the process. In accordance with the *Volunteer Policy* and *Volunteer Screening Guidelines*, if the screening process has been favorable, an offer to volunteer with the Department is made to the candidate.

In accordance with the *Volunteer Policy* and *Volunteer Screening Guidelines*, if the screening process results in unfavorable suitability for a volunteer position, the candidate is informed that they are not eligible for the volunteer position.

## RESPONSIBILITIES

It is the responsibility of each division head at the state and district levels that are using volunteers obtain a copy and abide by the *Volunteer Policy* and *Procedures*. It is the staff member(s) responsible for managing volunteer programming to provide copies of the *Volunteer Policy* and *Volunteer Screening Guidelines* to all current and new volunteers.

It is the responsibility of the volunteer to read and understand the *Volunteer Policy* and *Volunteer Screening Guidelines*. Volunteers must sign a document authorizing the Department to obtain information about them through Police Records Checks. Volunteers will be responsible for completing and submitting the appropriate paperwork for these checks.

**Orientation and training sessions** – The Supervisor will arrange an induction to the organization and relevant training including training on safe work procedures. The appropriate manager will provide the volunteer with training and orientation required to carry out the responsibility of their position and to enhance the experience of volunteering. Training will provide the volunteer with specific knowledge in relation to Department policies and procedures and skills required to perform their role effectively.

**Supervision** – the appropriate manager will provide the appropriate level of supervision to the volunteer as deemed necessary.

**Monitoring** - the appropriate manager provide the volunteer with feedback as a result of monitoring their role as a volunteer with the Department. Encourage the volunteer and contribute to the quality of their volunteer experience with the Department.

## Appendix B: Volunteer Role Statement Template

### DEPARTMENT OF EDUCATION VOLUNTEER ROLE STATEMENT

<b>POSITION:</b>	
<b>DEPARTMENT:</b>	
<b>LOCATION:</b>	
<b>REPORTS TO:</b>	
<b>HOURS OF DUTY:</b>	
<b>ROLE DURATION:</b>	
<b>PRIMARY OBJECTIVE OF POSITION:</b>	
<b>DUTIES AND RESPONSIBILITIES:</b>	

\*To be completed by Division requesting a volunteer and copy returned to Department of Education's Office of Human Resources\*