

# Mooreville Volunteer Program Guide



## Town of Mooreville

This guide will assist volunteers in not only being successful with their volunteer opportunity, but also becoming an active part of our community and government.

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7/12/2018

Dear Valued Volunteer:

The Town of Mooresville is pleased to welcome you to the Mooresville Volunteer Program. We appreciate your interest and are grateful that you have chosen to share your time and talent with the Town of Mooresville. In whatever capacity you have chosen, it is hoped that you find your experience fulfilling and gratifying.

This Information Guide will assist you to successfully serve as a volunteer. It provides basic information about your responsibilities, volunteer expectations and related topics. Together, we are creating a better community for you and the residents of this great Town and making Mooresville a place we are all proud to call home.

Again, on behalf of the Town of Mooresville, we welcome you to our program!

With Warmest Regards,

*David Treme*

David Treme  
Town Manager

## Overview

The Mooresville Volunteer Program is designed to coordinate and manage town wide volunteer efforts to enhance the community in which you live. The program addresses community service needs, while placing special emphasis on the Town's program objectives.

The is designed to effectively match individuals and other interested parties in providing volunteer services to Town Departments that have exciting and positive volunteer opportunities.

## Mission

The Mooresville Volunteer Program is designed to provide the highest quality of service to our citizens and the Town of Mooresville by engaging our community in civic involvement, thus creating as more enlightened and active citizenry.

## Objectives

1. Increase public awareness of municipal services and operations.
2. Support innovative ways to improve our community through volunteer efforts.
3. Allow and enhance inclusive participation in Town Government.
4. Cultivate positive relationships and effective partnerships.

## Volunteer Responsibilities

Every volunteer for the Town of Mooresville has responsibilities which will be reviewed with each volunteer once they begin their new assignment. Each department will review with volunteer staff the expectations and responsibilities throughout the year.

All volunteers are expected to:

- Comply with the Town's standards outlined in this guide.
- Keep your volunteer commitment
- Adhere to all confidentiality requirements in the course of carrying out duties and responsibilities.
- Treat citizens and co-workers with respect.
- Be aware of departmental procedures, rules, and safety policies applicable to your voluntary assignment.
- Be cooperative by accepting instructions, guidance, and suggestions from staff.
- Ensure you have dependable transportation.
- Be friendly, outgoing, and enjoy working with people – keep a positive attitude!

If you have questions about any of this information you should speak with the Department Director or his/her designee.

## **Policy Statement**

The purpose of this policy is to establish guidelines for volunteer participation in various facilities and departments to ensure their proper utilization and safety. These guidelines do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Town of Mooresville reserves the right to change any of these policies at any time and to expect adherence to the changed policy.

## **Procedures**

Recruitment – Town of Mooresville staff will routinely recruit volunteers through various mediums including job fairs, town events, youth groups, civic groups, town website, and social media. Unsolicited offers to volunteer should be passed along to the staff member responsible for the area in which the volunteer would like to be involved.

Screening – All volunteers will be screened by Human Resources and staff to ensure the compatibility of the volunteer with the work assignment.

Selection – Selection is done by the volunteer's supervisor or facility manager when necessary.

## **Orientation and Training**

The supervising staff is responsible for orientating and training volunteers for specified assignments. The supervisor will convey necessary information to the volunteer in order for him/her to perform the job to the best of their ability. Each supervising staff will attend a training session to prepare for volunteer supervision.

## **Supervision of Volunteers**

The appointed supervisor of a single volunteer or a group of volunteers shall be responsible for the day-to-day management, guidance and shall be available for consultation and assistance. All volunteers will be supervised by a paid staff member. Staff or volunteer involvement with children must be transparent.

## **Background Checks**

All volunteers over the age of 16 are required to fill out a background check.

## **Placement and Schedules**

Work schedules of volunteers are diverse and varied depending on the department, program and or location of volunteers. Work schedules are flexible and may vary depending on the job that is being done. Volunteers must work with their Department Director or his/her designee to set a schedule that is mutually acceptable. If a volunteer cannot make it to his/her assignment on a scheduled day, the volunteer should notify his/her Department Director or his/her designee as soon as possible.

## **Retention**

The retention of trained volunteer is important to the operation of the Town of Mooresville. It is staff's goal to make the volunteer experience beneficial for our program and the volunteer.

## **Recording Keeping**

Volunteers shall maintain their hours on a regular basis for the purposes of proper timekeeping and recognition. Hours must be submitted to the Department Director or his/her designee as stipulated. This record is used to determine how service levels have increased and which services have been enhanced by volunteers. Volunteers might also want to maintain this record to document their experience and commitment.

## **Attendance Policy**

You are expected to be prompt and punctual. Being late may inconvenience those who are counting on your presence. If you find that are going to be late, please notify your Department Director.

## **Dress and Appearance**

Each volunteer represents your Town and your community. Your appearance contributes to the overall impression that our Town portrays. Clothing appropriate to a business environment is expected as all volunteers are expected to present an image that is both professional and appropriate to their working conditions.

## **Safety**

Safety is everybody's responsibility and must be given primary importance in every aspect of performing volunteer activities. Therefore, Volunteers must adhere to all safety guidelines applicable to the assignment. Volunteers must report all injuries to their Department Director and Risk Manager immediately.

## **Badges**

All volunteers will have a badge. This ID must be displayed at all times while volunteering on Town Property.

## **Equal Opportunities**

The Town of Mooresville is committed to creating and maintaining an environment in which all individuals are treated with respect and dignity. Employees and volunteers have the right to work in an atmosphere which promotes equal opportunities and prohibits discriminatory practices including harassment.

Harassment or discrimination on the basis of race, color, religion, sex, age, disability, national origin, or any other characteristic protected by law, arising in Town of Mooresville facilities or at Town of Mooresville sponsored or endorsed functions is unacceptable and will not be tolerated. The Town of Mooresville encourages volunteers to promptly report to the Human Resources Director all information concerning workplace harassment without regard to the identity of the harasser or victim. Appropriate disciplinary action, which may include

dismissal, will be taken against any individual found to be engaging in discriminatory behavior, harassment of any type, or found retaliating against persons filing a complaint.

## **Drugs and Alcohol**

The Town of Mooresville does not tolerate illegal drug usage, drug abuse, alcohol usage or abuse by anyone in any Town workplace, Town vehicle, or Town-sponsored function. This prohibition includes the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance or alcohol in or away from the workplace. Further, the Town recognizes dependency on legal drugs for other than their intended purposes as abuse. Such behaviors can affect an individual's productivity and efficiency, jeopardize the safety of the volunteer, employees, and the public, as well as harm the reputation of the Town.

Volunteers shall not report for duty or remain on duty when using, under the influence of, or possessing any controlled substance or alcohol, unless the substance is a medication prescribed for that volunteer and the volunteer has been instructed by a physician or dentist that the substance does not adversely affect the volunteer's ability to safely, effectively, or satisfactorily perform the duties assigned.

Any volunteer in violation of the Town's drug and alcohol standards will be reported to the Mooresville Police Department, and will result in their dismissal.

Any volunteer who brings, possesses, is under the influence of, uses, transfers, sells, or attempts to sell on Town property or while on Town business, at any time, any form of illegal narcotic, illegal drug, illegal hallucinogen, or alcoholic beverage will be reported to the Mooresville Police Department and will result in their dismissal. This does not include prescription medication taken under the direction of a physician.

## **Smoking**

Smoking is prohibited in any Town vehicle, in all Town facilities, and within 50 feet of any door to a Town facility.

## **Travel/ Mileage Reimbursement**

Unless specifically approved by the Department Director in writing, volunteers will not be eligible for travel or mileage reimbursement.

## **Confidentiality**

As a volunteer, you are responsible for maintaining the privacy of any information you may obtain while serving as a volunteer, whether the information involves staff, volunteers, customers, citizens, or other persons in the overall organization. During the course of volunteering with Town, you shall not use or disclose information that is not subject to public disclosure to any person or entity except as necessary for the proper performance of duties and responsibilities prescribed by Town, and only as specifically authorized by Town and in accordance with procedures established by Town and in accordance with state and federal law. Following the conclusion of such volunteer opportunity, whether voluntary or otherwise, you shall not disclose any information that is not subject to public disclosure to any person or entity for any reason.

Volunteers should also remember that documents and E-mails written and received by a volunteer may be open to public inspection under North Carolina's public records law.

### **Use of Position**

No volunteer may use his or her status with the Town of Mooresville to obtain any privilege, financial or otherwise. Volunteers must not accept gifts, favors, loans or other dispensations that are offered to them in connection with volunteering with the Town of Mooresville. Volunteers are not to hold themselves out as employees of the Town of Mooresville.

### **Media Policy**

Volunteers must immediately report any media calls or contacts to the Department Director or his/her designee.

# Town of Mooresville Volunteer Program Information Guide Acknowledgement

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I hereby acknowledge that I have received The Town of Mooresville Volunteer Program Information Guide. I understand it is my responsibility to review the Information Guide. I agree to abide by all policies and provisions of the Information Guide. If I have any questions about any guidelines, I shall contact my Department Director, his/her designee, or the Director of Human Resources.

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Volunteer Name - Printed

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Volunteer Signature

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Date