



Volunteer Policy and Procedure Manual

I. Volunteer Program

1. Mission Statement and Purpose

St. Joseph the Worker (SJW) is a privately funded, non-profit agency with its headquarters located on the Human Services Campus in downtown Phoenix, Arizona. In 1988, the André House, a soup line, created SJW in response to a humble plea from homeless individuals receiving dinner in the park: “we want jobs, but we don’t have the tools.” And since then, SJW has focused solely on empowering individuals who are truly “down and out” to transform their lives through quality employment.

Today, SJW’s mission is further advanced through the collaborative partnerships formed in low income communities, to assist thousands more to gain employment, fostering healthier, stronger, and more vibrant communities. The benefits of our tried-and-true education, support, and employment resources are offered to motivated job-seekers across Maricopa County. SJW’s clientele is a demographically diverse population, men and women of all ages and races, most at or below 100% of the Federal Poverty level. SJW’s flexibility sets it apart from other supportive service agencies in the community, as our funding does not restrict our services within a particular demographic.

In addition to the headquarters’ office, SJW’s “hand up” services are provided on the Mobile Success Unit (MSU) as well as through partner agencies and satellite locations in the cities of Apache Junction, Chandler, Glendale, Goodyear, Mesa, Phoenix, Scottsdale, and Tempe.

MISSION STATEMENT

SJW’s mission is to assist homeless, low-income and other disadvantaged individuals in their efforts to become self-sufficient through quality employment.

2. Purpose of the Volunteer Policies

Volunteer policies are provided to offer guidance and direction to volunteers and staff engaged in the SJW Volunteer Program. The policies are intended to clarify the roles and responsibilities of volunteers to insure that SJW benefits from the cooperative contributions of both essential groups. The policies are for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Volunteers are not employees of SJW. SJW reserves the exclusive right to change any volunteer program policies at any time. Volunteers will be notified as to any changes and all volunteers and staff will be responsible for adherence to the updated policy.

SJW may consider exceptions or requests for changes to these policies. Change or exception requests must be addressed to the SJW Volunteer Coordinator in writing. Final approval must be issued by the Executive Director.

3. Scope of Policies and Procedures

Unless specifically stated, the volunteer program policies and procedures apply to all SJW volunteers, at all sites of operation. These policies apply to all programs and departments undertaken by or on behalf of SJW, wherever these are located.

4. Roles of the Volunteer Program and Volunteer Coordinator

SJW considers volunteers and staff as partners in implementing the mission of the organization. Once a volunteer has received training for specific duties, this volunteer is considered an integral part of their chosen department of service. The volunteer's duties in that department play a valuable role in contributing to the successful operation of SJW.

a. Volunteer Program

The function of the Volunteer Program is to provide effective volunteer management within SJW. This includes, but is not limited to, recruiting, orienting, training, scheduling, coaching, counseling and retaining volunteers.

b. Volunteer Coordinator

The Volunteer Coordinator shall have the primary responsibility for recruiting appropriate volunteers, assisting staff in identifying productive volunteer roles, planning effective volunteer utilization, tracking and recording volunteer hours as well as evaluating the effectiveness of the volunteer program. The Volunteer Coordinator will oversee the scheduling, training, placement, recognition and administration of SJW's volunteer program. Once a volunteer is adequately trained, his or her supervision may be delegated to other staff members who will take on the supervisory responsibilities. Additionally, the Volunteer Coordinator is responsible for maintaining and/or updating the volunteer program and the SJW Volunteer Policies and Procedures Manual accordingly.

5. Definition of "Volunteer" and Categories of Volunteer Involvement

A "volunteer" is anyone who, without compensation or expectation of compensation, performs a task under the direction of and on behalf of SJW. A volunteer must be officially accepted and oriented by SJW prior to the performance of any directed task. Volunteers are not employees of SJW.

Volunteers are divided at the sole discretion of SJW into the following categories:

- **Episodic**

These volunteers provide professional service, special event support, or service for one time project(s). They are not regularly scheduled volunteers for specific SJW programs. Episodic Volunteers may be exempt from certain policies, which will be noted in the appropriate sections of this manual.

- Requirements:
 - Hours of volunteer service will vary and depend on the project.
 - Sign a Single Event Volunteer Agreement.
- Training
 - Volunteer orientation.
 - Training will be provided either on the day of service, or in advance depending on the complexity of duties.
- Limitations
 - Must be 18+ years of age to volunteer in program service areas.
- Exemptions
 - Volunteer application is not required.
- Become a regularly scheduled SJW Volunteer
 - If an Episodic Volunteer would like to be more active in the SJW Volunteer Program, he or she will need to fulfill the requirements listed below based on the volunteer category.

- Direct Service

Direct Service Volunteers work a regular weekly or monthly schedule. If a volunteer becomes inactive, he or she may be required to attend specific training classes for review.

- Requirements:
 - Attend a Volunteer Orientation.
 - Complete a volunteer application
 - Interview with the Volunteer Coordinator.
 - Sign a Volunteer Schedule Agreement
- Training
 - Attend all mandatory training sessions and volunteer meetings that pertain to the volunteer's selected area of service.
 - Shadow an SJW staff member and/or volunteer leader within the area of selected service.
 - For office volunteers, a staff member will provide training and an overview of office equipment and applications.
 - Training will be provided either on the day of service, or in advance depending on the complexity of duties.
- Limitations
 - Must be 18+ years of age.

- Project

Project Volunteers are selected to help on a specific project or program for a specified amount of time. They are recruited using a targeted recruitment strategy.

- Requirements:
 - Attend a Volunteer Orientation.
 - Complete a volunteer application
 - Interview with the Volunteer Coordinator and Department Leader.
 - Submit a Project Proposal
 - Sign a Volunteer Project Agreement

- Training
 - Receive training from an SJW staff member who will provide an overview of the expectations for the special project/duties, office equipment, and applications.
 - Shadow an SJW staff member and/or volunteer leader within the area of selected service.
 - Training will be provided either on the first day of service, or in advance depending on the complexity of duties.
- Limitations
 - Must be 18+ years of age to volunteer in program service areas.

- Team Leaders & Trainers

Volunteer Team Leaders & Trainers are experienced volunteers who provide training, guidance and support to fellow volunteers in each volunteer assignment. Team Leaders & Trainers will act as ambassadors of our volunteer program and our organization. They will provide support to their Volunteer Team and new volunteer trainees and ensure consistency in direct service protocols. The ultimate goal is to optimize the service to clients by coordinating the efforts of the Volunteer Team members and proper training for new team members.

- Requirements:
 - Must demonstrate competency and excellence within their given area of service.
- Training
 - Attend all mandatory training classes and volunteer meetings that pertain to the volunteer's selected area of service.
- Limitations
 - Must be 18+ years of age.

- Speaker Bureau

These volunteers are leads for special SJW presentations, awareness, and outreach. They must have demonstrated excellence within public speaking and understand SJW's operational procedures and philosophies. Once a volunteer is officially accepted into the Speakers Bureau program with a letter of acceptance, he/she will begin training.

- Requirements:
 - Obtained an extensive understanding of SJW's operational procedures and philosophies.
 - Received a personal recommendation(s) from SJW supervising staff and/or board member for Speaker Bureau assignment.
 - Submitted a Speaker Bureau application and completed an interview with the Executive Director and Director of Development.
- Training
 - Attend all mandatory training classes and volunteer meetings that pertain to the Speakers Bureau.
- Limitations
 - Prior to speaking on behalf of SJW, all applicable training classes must be completed.

6. Service at the Discretion of SJW

SJW accepts the services of volunteers with the understanding by SJW and the volunteer(s) that such services are at the sole discretion of SJW. Volunteers may be coached, counseled and/or terminated at SJW's sole discretion. SJW may at any time, for whatever reason, decide to release a volunteer from their relationship with SJW.

7. Employees as Volunteers

SJW accepts the services of staff as volunteers, provided that the volunteer activity is outside the scope of that particular employee's normal staff duties. The volunteer activity must be performed outside of the employee's usual working hours; it must be approved by the employee's direct supervisor, and it must meet applicable legal guidelines. Work performed within the scope of the normal staff duties must be compensated at regular wage rates. SJW employees must go through the required orientation, interview, acceptance, paperwork and training process before beginning their volunteer work.

8. Volunteer Proposed Projects and Events

All projects and events that may utilize SJW volunteers, including volunteer committees, must follow the same SJW policies and procedures that apply to all other SJW volunteer activities. Proposals for new volunteer projects and events must be submitted in writing to the Volunteer Coordinator and the Director of Development for review and approval. All proposals must be submitted a minimum of eight (8) weeks in advance of the proposed project/event date. Projects may include but are not limited to donation drive events, fundraisers, public awareness opportunities, etc. Approval for the specific project and/or event will be provided in writing. The following information needs to be included with all proposals:

- Project and/or event description.
- Specific project/event purpose and how success will be measured.
- Description of volunteers' responsibilities for the specific project/event.
- Training, supervision and lines of authority.
- Project budget.
- Detailed timeline of activities, including staff and volunteer time required.

9. Scope of Volunteer Involvement

Volunteers may be utilized for all programs and activities deemed appropriate by SJW provided they have received proper training and possess the required levels of skill and decision making ability.

II. Volunteer Management Procedures

1. Record Maintenance

Each volunteer at SJW will have an individual record on file that shall include dates of service, positions held, duties performed, any counseling given or disciplinary actions taken, and any positive recognition received. Volunteers and supervising staff will submit all appropriate records and requested information to the Volunteer Coordinator on a regular basis, including monthly reports of volunteer activity, and any status changes. Original applications for active volunteers will be on file in the Volunteer Coordinator's office.

2. Non Harassment and Anti-Violence policy

SJW is committed to providing a work environment free of unlawful harassment. It is the policy of SJW that hostility, threats, intimidation, assaults and/or violence will not be tolerated. SJW policy also prohibits sexual harassment, and harassment based on race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, gender, sexual orientation, age, or any other basis protected by Federal, State or local law. SJW's anti-harassment and anti-violence policy applies to all persons involved in the operation of SJW and prohibits unlawful harassment by any employee or volunteer of SJW, including supervisors and co-workers as well as by any person doing business with or for SJW.

In order to insure a safe, productive work environment at all SJW facilities, it is necessary that this policy be strictly enforced. If you are aware of any type of harassment, hostility, threat, intimidation, assault or violence to or by an employee or volunteer of SJW, please contact a supervisor immediately. Because SJW desires to stop harassment or violent behavior before it occurs, it is important to know some of the early warning signals.

The following are a few possible indications of potential violence in the workplace. Please notify a supervisor if you are concerned that workplace violence may occur. SJW needs each employee and volunteer's assistance in reporting violations of this policy, and in maintaining a safe and productive workplace.

- Intimidating others, or instilling fear in co-workers or supervisors.
- Verbal threats of harm, e.g. predicting that bad things are going to happen to a co-worker or supervisor.
- Threatening actions such as menacing gestures or flashing concealed weapons.
- Obsessive behavior in the form of holding a grudge against a co-worker or supervisor, or in some cases, a fascination with an unrequited romantic interest.

Harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory and/or sexually oriented posters, calendars, photography, cartoons, drawings or gestures.
- Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work because of sex, race or any other protected basis.

- Threats and demands to submit to sexual requests as a condition of continued program participation, or to avoid some other loss, and offers of benefits in return for sexual favors.
- Retaliation for having reported or threatened to report harassment, or for initiating or assisting in any action or proceeding regarding unlawful harassment or discrimination.

All threats of violence or harassment will be taken seriously. If any volunteer believes that he or she has been unlawfully harassed, that person should submit a complaint to his/her supervisor as soon as possible after the incident. If the volunteer is not comfortable discussing the situation with their immediate supervisor, they may submit their complaint to the Executive Director or the Director of Programs. The complaint should include details of the incident or incidents, names of the individuals involved, and names of any witnesses. Staff members will refer all harassment complaints to the Executive Director immediately. SJW will investigate all harassment allegations.

Upon completion of the investigation, a determination will be made, and the concerned parties will be notified of the outcome. If SJW determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved, including action to prevent any further harassment. This may include counseling for the alleged perpetrator, discipline, and/or discharge of the perpetrator, additional security measures, police involvement, or other appropriate action under the circumstances and as provided by law.

3. Conflicts of Interest

SJW volunteer applicants who have conflicts of interest with the mission of SJW or any activity or program of SJW, or develop a conflict of interest during their time of volunteer service, and promote or use that conflict to the detriment of any of SJW's operations, shall not be accepted to serve as a volunteer or will be terminated. Volunteers who undermine the mission of SJW, and/or violate or work to the detriment of SJW's policies and procedures, operations or programs will be terminated.

4. Representation of SJW

Prior to taking any action, or making any statement that might affect or create an obligation for SJW or disseminating information obtained from SJW that is not otherwise available to the public, volunteers must obtain written clearance from the appropriate supervisory personnel. All media interactions and all fundraising activities must be approved in advance by the Director of Development. Any drive promotions, media, or tours of any SJW facility, must be approved by the Director of Development. Such actions and statements may include, but are not limited to:

- Posting information as described above that is obtained from SJW, or personal information concerning or identifying SJW employees, clients or volunteers, or false information about SJW on any internet site such as Facebook, Twitter, Craigslist, etc.
- Volunteers are prohibited from taking photos or videos of any kind (including via cell phone) of SJW clients unless you have the express written permission from the Director of Development.
- Public statements or statements to the press while appearing to represent SJW.

- Attempting to create a coalition on behalf of SJW with other organizations without prior permission from SJW.
- Lobby individuals, groups, organizations, or government bodies or representatives (i.e.: employers, lawmakers, churches, etc.) on behalf of SJW.
- Making agreements involving any contractual or financial obligations on behalf of SJW.
- Using the name or image of any client SJW serves on any promotional or informational materials.
- Using the SJW name to organize meetings, gatherings or social events without prior notification of the appropriate SJW management.
- Fundraising using SJW's name or clients.
- Publication or use of any confidential information as described in Section 6 below without written consent from the Director of Development or the Executive Director.

Volunteers are authorized only to act as representatives of SJW as specifically indicated within their written volunteer job description, or specifically approved by the appropriate department supervisor on an individual basis. Volunteers are prohibited from distributing their personal information, or opinions in regards to SJW volunteers, staff, clients, and/or disseminating internal communications, documents and policies to the public. Volunteers are expected to use good judgment when speaking to the public and/or SJW clients. On occasion you may be asked questions regarding SJW policies, philosophies, or services that you do not feel comfortable with or qualified to answer. In these cases, please refer the inquiry to the appropriate supervisor or Volunteer Coordinator.

5. Confidentiality

Volunteers are responsible for maintaining confidentiality of all proprietary or privileged information to which they are exposed while serving as volunteers, whether this information involves a single staff member, volunteer, client, other person or overall SJW business. Failure to maintain confidentiality may result in termination or other corrective action. All volunteers will be required to sign a Confidentiality Agreement as a condition to volunteer.

Confidential information includes but is not limited to: client information from our computer system, whether gained through the course of volunteer service or from other internal sources, client photographs, all records, files, forms, applications, mail lists, passwords, security codes, correspondence, messages or any other entities belonging to SJW and/or bearing SJW's logo and/or name. Such information is the sole property of SJW and may not be disseminated, used, published or sold without the written consent of the Executive Director.

6. Work Site

An appropriate work site shall be established prior to the enrollment of any volunteer. This work site shall contain necessary facilities, equipment and space to enable the volunteer to perform his or her duties effectively.

7. Work Assignments

Volunteers are assigned to various duties according to the needs of SJW. Training will be provided for each volunteer position. If a volunteer is interested in helping in a particular area they should notify the Volunteer Coordinator. Volunteers must complete the training associated with each volunteer position to which they have been assigned.

8. Dress Code

SJW is a professional organization that deals with the public on a daily basis. Volunteers are required to present a clean, neat, and professional appearance. Only low heeled, closed toe shoes should be worn while volunteering in the Clothing Closet.

9. Drug and Alcohol Policy

SJW has a zero tolerance policy for drug and alcohol use on company property. SJW has a significant interest in promoting a safe and productive atmosphere for all volunteers and employees. The use of or being under the influence of illegal drugs on SJW premises, or while conducting SJW business is inconsistent with SJW's policy and is prohibited. Consumption of alcoholic beverages while on SJW's premises is likewise prohibited unless authorized by the Executive Director solely at a corporate function. However, under no circumstances will intoxication be tolerated while on SJW's premises or while conducting SJW business. Behavior contrary to this policy may result in immediate termination from the volunteer program.

10. EOE Disclosure

SJW is an Equal Opportunity Employer (EOE). Accordingly, we promote equal opportunity in the areas of recruitment, employment, training, professional development, transfer and promotion. Our employment practices are without regard to race, color, religion, creed, sex, gender identity and expression, sexual orientation, age, disability, medical condition, national origin, background, veteran status and all other categories protected by federal, state and local anti-discrimination laws.

SJW wants all staff and volunteers to feel that their safety and security are a priority for the organization. At the same time, staff and volunteers should understand that they may be working alongside ex-felons with varying offenses. These individuals may be staff, interns, volunteers, or clients, and they may have past felonies such as sex offenses, assault, drug charges, theft, etc. While one's past offense may legally be public information, St. Joseph the Worker does not offer this information to the entire team. If individuals choose to accept employment with St. Joseph the Worker, they should do so based on their own personal comfort level. If individuals hired are on probation, parole, or surveillance, a conversation between St. Joseph the Worker administration and the Probation, Parole, or Surveillance Officer must take place upon initial hire. In addition, St. Joseph the Worker may require an ongoing relationship between the employee's supervisor and Probation, Parole, or Surveillance Officer.

To this end, SJW will consider on a case-by-case basis the appropriateness and suitability of each employment candidate, regardless of their background.

11. Absenteeism/Tardiness

Our staff and clients are counting on your help. Volunteers must make every effort to show up and be on time for their scheduled volunteer hours. We recognize that there may be times when your absence/tardiness cannot be avoided. In such cases, it is your responsibility to email or telephone the Volunteer Coordinator or your appointed supervisor prior to any absence/tardiness or as soon as possible directly after. Failure to call or email, or to show up for your scheduled hours three times within a six (6) month period may result in termination from the Volunteer Program.

If you know you are going to be absent for an extended period of time please contact the Volunteer Coordinator in advance so other arrangements can be made to cover your volunteer hours and we can mark your file appropriately.

12. Activity Records

Individual volunteers are responsible for signing in and out daily and for recording their volunteer duties and hours. Volunteers helping at Off-Site locations, Special Projects, and Events will record their hours following their service and submit their activity at the end of the month. The Volunteer Coordinator is responsible for training volunteers in proper recording protocols.

13. Volunteer Termination

If a volunteer is terminated, he or she is required to return any SJW property in their possession within 48 hours of the notice of termination, including but not limited to project materials, supplies and volunteer FOB.

III. Volunteer Recruitment and Placement

1. Volunteer Position Description and Training Materials

Volunteers will be given a clear, complete and current description of the duties and responsibilities of the position they are expected to fill.

Prior to any volunteer assignments or recruitment efforts, a position description and training materials will be developed for each volunteer position. This position description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions shall be reviewed and updated at least every two years or whenever the work involved in the position changes substantially. All position descriptions shall include the purpose and duties of the position, a listing of position qualification, a designated supervisor and work site, and guidelines for position performance.

2. Recruitment

Volunteers shall be recruited by SJW with the intent of broadening and expanding the volunteer involvement of the community. The qualifications for volunteer recruitment include position availability, meeting the minimum age requirement, and suitability to perform a task on behalf of SJW. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering that will later be matched to a specific function. No final acceptance of a volunteer for ongoing volunteer work shall take place without a specific written position description and necessary training plan for that volunteer. All prospective volunteers must complete the appropriate paperwork prior to the interview and placement.

3. Additional Screening

In some case, additional screening procedures may be required prior to volunteer assignment. This requirement for screening will be clearly stated in the volunteer position description. It may include reference checks, proof of automobile insurance, a driver's license copy and a DMV report. Volunteers who do not agree to provide the required documents, will be refused the assignment.

4. Placement

Prior to placing any volunteer in a position, consideration will be given to the volunteer's interests, capabilities and position requirements. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met. Volunteers must meet the minimum qualifications of the position to be considered for a placement.

5. Acceptance and Appointment

Volunteer service with SJW shall begin with a Signed Volunteer Agreement to a volunteer position. No volunteer shall carry out the tasks of any position until he or she has been screened, accepted, and trained for that position. Copies of applications and/or releases shall be filed with the Volunteer Coordinator before the beginning of volunteer activities.

Former SJW employees will not be permitted to act as volunteers unless they have attended orientation, completed an application, been interviewed and accepted into the volunteer program. All such applicants shall be subject to the final approval of the Executive Director.

6. Reassignment

Volunteers may request reassignment to a different position. This request must be approved by the Volunteer Coordinator. The volunteer must read and sign the new position description and attend the required training before beginning the new assignment. In addition, any screening procedures appropriate for that specific position must be completed even if the volunteer is currently volunteering for SJW in another capacity.

7. Photography

Volunteers are prohibited from taking photos or videos of any kind (including via cell phone) of SJW clients unless you have the express written permission from the Director of Development. All photographs, videos and other forms of media taken by volunteers are deemed works for hire and considered to be owned property of SJW. These photos may not be used for personal or commercial gain or personal use without the express written permission of the Director of Development of SJW. As a work for hire, SJW shall retain all proprietary rights in the product(s) including all copyright and trademark rights. The volunteer expressly agrees by signing this document that any photographic works taken of SJW clients or on SJW property shall be considered a work made for hire.

8. Accident or injury

Any injury to yourself including but not limited to cuts, falls, slips, should be reported immediately to a Supervisor on site. In all of these instances, an Incident Report will need to be completed immediately and submitted to the appropriate Supervisor. If you are injured at an event, contact the Event Supervisor or Volunteer Coordinator immediately. Volunteers are not covered by SJW's insurance policies for injuries they incur as a result of their volunteer activities.

IV. Volunteer Training and Development

1. Orientation and Guidelines

All volunteers must attend a general orientation covering the mission, nature and purpose of SJW. Volunteer orientations are usually presented before the interview process. The volunteer applicant must complete a volunteer application and sign a release form.

2. Training

Volunteers will receive specific position training sessions to provide them with the information and skills necessary to perform their volunteer assignments. The training timing and methods should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

3. Volunteer Involvement in Orientation and Training

Experienced volunteers may be asked to assist with the design and delivery of volunteer orientations and training sessions upon approval from appropriate SJW staff.

V. Volunteer Supervision and Evaluation

1. Volunteer/Staff Relationships

Volunteers and staff are considered to be partners in implementing the mission and programs of SJW, each having a valuable and complementary role. It is essential for a successful partnership that each individual understands and respects the needs and abilities of the other. Any act or communication by staff or volunteers that damages the partnership between staff and volunteers may result in termination.

2. Lines of Communication

Volunteers need to have a complete understanding of their work assignments to ensure success. Volunteers will have access to all appropriate distribution schedules. To keep the lines of communication open, volunteers and staff are expected to read the SJW volunteer newsletters, the Volunteer Coordinator's e-mails and SJW postings. Any communication that uses the SJW name or suggests that the sender is acting on behalf of SJW must be approved in advance by SJW management.

Lines of communication should operate in both directions and should exist both formally and informally. Volunteers are encouraged to discuss any concerns related to their volunteer position with their Department Supervisor. They may secondarily express their concerns to the Volunteer Coordinator.

3. Written Basis for Evaluation

A written record will be kept of any formal evaluation sessions in the volunteer's individual file in the office of the Volunteer Coordinator.

4. Concerns, Complaints and Suggestions

Volunteers are encouraged to discuss any concerns related to their volunteer assignment with their Department Supervisor. Secondarily, they may take their concerns, complaints or suggestions to the Volunteer Coordinator. Written documentation (e-mail is acceptable) of any serious concerns or safety matter should be forwarded to the Department Supervisor and Volunteer Coordinator.

5. Termination and Resignation

Volunteers are under no contractual obligation to continue their service at SJW. It is requested that volunteers who intend to leave provide advance notice of departure and reason to the Volunteer Coordinator. In the event that a volunteer leaves his or her position at SJW, whether voluntarily or involuntarily, or is reassigned to a new position, it shall be the responsibility of the Volunteer Coordinator to communicate the information to the appropriate staff members.

Supervisors of volunteers will make every attempt to establish ongoing communication and feedback to volunteers, to encourage learning, participation and compliance with Volunteer Policies & Procedures, SJW's policies, operational procedures and guidelines. Supervisors may conduct periodic performance evaluations, where both staff and volunteers will have the chance to

discuss any issues that may arise. These evaluations, along with any reports filed by supervisors of volunteers will form the basis of effecting a probationary period, during which time volunteers will be given support and training to overcome challenges. His or her performance will be re-evaluated at the end of the probationary period, and if his or her work and behavior is continually unsatisfactory, SJW will re-assign the volunteer to a different area of service or terminate his or her service, subject to final approval from the Volunteer Coordinator.

Reasons of involuntary termination include, but are not limited to:

- Insubordination or outright refusal to follow directions of a supervisor.
- Failure to be respectful of staff, clients or other volunteers.
- Failure to follow SJW's policies and procedures.
- Harassment of any kind.
- Reporting for duty under the influence of drugs or alcohol.
- Utilizing SJW property for any illegal or unauthorized purposes.
- No call/no show three times within a six (6) month period or failure to attend mandatory volunteer meetings without reason.

Your volunteer position with SJW is at-will and either party can terminate the relationship at any time with or without cause and with or without notice.

6. Exit Interviews

Exit interviews or questionnaires, when possible, will be conducted by SJW. The interview is intended to determine why the volunteer is leaving the position, gather suggestions for improving the position and the possibility of involving the volunteer in a different capacity at SJW.

VI. Volunteer Support and Recognition

1. Reimbursement of Expenses

Volunteers may be eligible for reimbursement of reasonable predetermined personal expenses incurred while conducting business for SJW. The Volunteer Coordinator must give the volunteer prior written approval for any expenditure.

2. Access to SJW Property and Materials

As appropriate, volunteers shall have access to SJW property and materials necessary to fulfill their duties (as determined by their Department Supervisor) and shall receive training in the operation of any equipment used in their positions. Property and materials shall be utilized only when directly required for SJW purposes.

3. Opportunities for Growth

Volunteers are encouraged to further develop their skills while serving at SJW. They are to be encouraged (through assignment to new volunteer positions and appropriate training) to assume additional responsibilities. For outside employers, schools or organizations seeking reference on a volunteer, the Volunteer Coordinator will only release information about the dates, hours of volunteer service, and a description of the volunteer position.

VI. Volunteer Benefits

1. Event Fee Credit

Volunteers are eligible to receive free entry to SJW Major Events. To be eligible volunteers must have volunteered at SJW for a minimum of one (1) month.

2. Volunteers are encouraged to participate in volunteer activities, meetings and events.

3. Client Success

Best of all, volunteers get to work closely with many wonderful clients and the people dedicated to transforming their lives.



RECEIPT AND ACKNOWLEDGMENT

This is to acknowledge that I have received a copy of SJW's Volunteer Policy and Procedure Manual. This Manual sets forth the terms and conditions of my volunteer service as well as the rights, duties, responsibilities and obligations of my volunteering with SJW. I understand and agree that it is my responsibility to read and familiarize myself with any SJW policies and procedures referred to therein. I further understand and agree that I am bound by the provisions of the Manual.

SJW reserves the rights to amend, modify, rescind, delete, supplement or add to the provisions of this Manual as it deems appropriate from time to time in its sole and absolute discretion.

I understand that nothing in this Manual creates or is intended to create a promise or representation of my volunteer service. My signature below certifies I understand that the duration of volunteering and the circumstances under which my volunteer service may be changed or terminated. I understand that my status as a volunteer may be terminated by SJW at will, without notice or cause. This Agreement supersedes all prior agreements, understandings and representations concerning my volunteering with SJW.

Signature of Volunteer

Print Name

Date

Received by

Date