



Series: Operating Procedures COA: HR 3.05, TS 3.05
Policy Name: Volunteers and Student Interns
Policy Number: OP BC 1024
Revision #/Date: (1)12/10/2012, (2) 07/07/2017, (3) 04/09/2021
Effective Date: 08/01/2011

Applicable to: Brevard C.A.R.E.S. Inc. staff as Volunteers, Community Volunteers and Student Interns

SUBJECT: The use of volunteers and student interns at Brevard C.A.R.E.S.

PURPOSE: To outline the procedures to be used when recruiting, utilizing, and supervising volunteers and student interns who provide services to Brevard C.A.R.E.S. Brevard C.A.R.E.S. may employ volunteers to serve in direct or non-direct service roles. In these instances, the agency ensures that the volunteer has a clear understanding of the roles and responsibilities of filling this volunteer role. All volunteers will also submit to a Level II background screening to include a criminal background search, submission to the Florida Department of Law Enforcement and a local background screening and will be drug screened.

Reference: Brevard Family Partnership HR 2221: Volunteers and Student Interns, HR 2209: Background Screenings, and HR 2219: Volunteers in Direct Service

Definitions

Volunteer: One who elects to offer time, services, expertise, and or knowledge on his or her own time to perform work related activities for Brevard C.A.R.E.S. and staff for any agency sponsored events or activities. An individual employed through the Senior Community Service Employment Program (SCSEP) for retaining and work experiences through the local AARP organizations is also considered a volunteer. Brevard C.A.R.E.S. maintains a host agency agreement with SCSEP. Brevard C.A.R.E.S. employees may also serve as volunteers for events and activities in support of the agency.

Student Intern: A student currently enrolled in a public or private institution of higher learning to include (but is not limited to) community colleges, and four year college or university settings.

Volunteers:

1. Brevard C.A.R.E.S. may engage the services of “casual” volunteers to assist the agency with community events and activities. Brevard C.A.R.E.S. employees also fulfill this role on a volunteer basis. For non-exempt employees who wish to volunteer their time after normal

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business hours they will complete a volunteer document that clearly indicates the election of the staff member to volunteer their personal time to agency related activities.

2. For “casual” volunteers, these individuals will contact the Brevard Family Partnership Human Resources Director or event designee who will provide the specific details of the event, and the volunteer role and responsibility. The Human Resources Director or event designee will also indicate the total expected hours of volunteer time and track the volunteer activities by individual and event. All volunteers for events or activities will also be provided with the name and contact information of the lead person for the event.
3. “Casual” volunteers who work at events or activities are identified on a documented list by event and covered under the agency’s volunteer insurance program for accidents or injuries that may be sustained by serving in this role at the event or activity. These volunteers are required to submit to the required Level II background screening process.

NOTE: Volunteers/Interns will be screened per F.S. 39.001. Volunteers/Interns assisting on an intermitted basis for less than 10 hours per month need not be screened if always in the line of sight of a person who has been screened.

4. Brevard C.A.R.E.S. has established a formal volunteer program which is continuing to evolve. Volunteer orientation meetings are conducted to provide information on the agency and those they serve as well as information on the events and activities that will require regular volunteers. All volunteers will complete a Volunteer Application which requests information on the hours the individual is available as well as in what types of volunteer activities the individual has interest.
5. Volunteers on a regular basis will also be provided with a written job description and an annual performance evaluation for those who volunteer consistently and regularly during a 12 month period of time.
6. The agency may also look to expand the use of regular volunteers who provide direct service to families being served through Brevard C.A.R.E.S. This program will include the elements of the regular event volunteers with the addition of a complete Level II Background Screening and the verification of any specific and required certifications or licensures.
7. All volunteer hours are tracked by the Public Relations department and volunteers are recognized at an annual event for their dedication to the agencies and those they serve.

AARP Volunteers:

1. Brevard C.A.R.E.S. has a relationship with local AARP offices. In this relationship the agencies serve as a host agency for eligible individuals who are seeking current work experiences in order to gain skills to enter or re-enter the workforce. The individuals must meet the requirements of the program offered through AARP.
2. These individuals are “employees” of the AARP program and provide clerical assistance to Brevard C.A.R.E.S. to include, filing, alphabetizing, copying, preparing mass mailings, reception duty, answering and transferring telephone calls, greeting visitors and gaining skills utilizing MS office based on their level of interest.
3. These assignments are limited to a certain period of time and specific weekly maximum hours defined by AARP program and change based on funding.

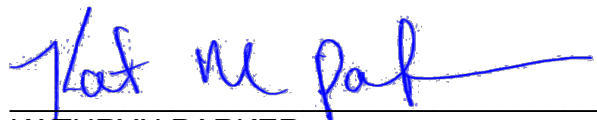
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4. These “volunteers” complete a volunteer application and are subject to a Level II Background Screening as they provide services in offices where it is possible for them to come into contact with children and families we serve.
5. These individuals must also submit to a drug-screening and execute the Affidavit of Good Moral Character and complete required on line trainings covering Security Awareness and HIPAA.

Interns:

1. Brevard C.A.R.E.S. plans to provide outreach efforts to develop an intern program for college level individuals. This program may involve direct service and/or administrative functions where the intern will gain valuable hands on experiences in the field of study.
2. The program will be researched and developed to ensure it meets the needs of the potential interns as well as the agency and is compliant with all labor and other federal and state laws.
3. Brevard C.A.R.E.S. management staff will consider the “request” of a potential intern (if approached) to evaluate if the agency can provide the appropriate level of supervision as defined by the college or university for specific fields of studies.
4. In some cases a specific management area may seek to develop an intern relationship with specific colleges and/or universities as an opportunity to both provide hands-on experience to a student intern and to gain additional resources for specific administrative projects or on-going work activities.
5. These activities will occur in conjunction with the direct supervisory staff and the Brevard Family Partnership Human Resources Manager to ensure that all compliance requirements are met and that the intern is provided with the appropriate orientation, training, experience and supervision to achieve the intern’s objectives.
6. Many of the current practices in place for employees will be applicable to interns in terms of applications, intern files, job descriptions or a documented memo outlining the specific role, responsibility and activities to occur, all required background screening, executed policies (if appropriate) on HIPAA and Confidentiality, routine supervision and documented evaluations.

BY DIRECTION OF THE EXECUTIVE
DIRECTOR:



KATHRYN PARKER
Executive Director
Brevard C.A.R.E.S. Inc.

APPROVAL DATE: 04/09/2021



VOLUNTEER FORM

Volunteer Name: _____

Address: _____

Phone: _____

Describe individual contribution: (ex. led workshop at Family Resource Center, assisted with Holiday Toy Drive) _____

Date of Volunteer activities: _____

Total number of hours: _____

Internal Use Only

Staff Review: _____

Match Value: _____