

STEPS INVOLVED IN VOLUNTEER PLACEMENT

1. ORIENTATION & TRAINING



Volunteer's Bill of Rights.
NROCRC Policies and Procedures.

All new volunteers are required to attend an orientation session, as well as, specific training for their position.

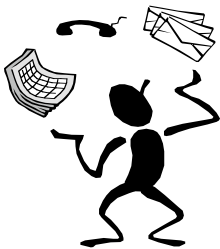
During the orientation process, the Manager of Volunteers ensures the following information is conveyed to all volunteers before they begin their placement:

- *The vision, mission and organizational values of NROCRC*
- *The volunteer's role*
- *Relevant policies and procedures to their volunteer position*
- *Bill of Rights for Volunteers*
- *Volunteer opportunities*

Each volunteer receives further orientation and training specific to their volunteer position from the Staff Resource Person.

Additional skill development and training opportunities may be available to volunteers.

2. SELECTION AND PLACEMENT



What are your skills, abilities, and interests?

Volunteers are placed into available NROCRC volunteer positions based upon the best match of their skills, interests, needs and availability.

A volunteer candidate may be identified as unsuitable if the volunteers:

- *Interests cannot be adequately met by the available opportunities at NROCRC*
- *Availability does not correspond to the time requirements of a suitable volunteer position*
- *Appears unable or unwilling to adhere to the mission, philosophy of service, values and goals of NROCRC*
- *Personal references or Criminal Reference Check indicates that placement of the individual could have a harmful or negative effect on the organization, staff, volunteers or clients of NROCRC*

Volunteers who are identified as unsuitable are refused placement with NROCRC. The Manager of Volunteers may choose to give information about other agencies or services in the community that will better meet the needs of the individual.

3. SCREENING



Interested volunteers are asked to:

- 1) Complete an application form
- 2) Provide the names of two reference people
- 3) Attend a screening and selection interview with the Manager of Volunteers
- 4) Undergo a Police Record Check (PRC) at the volunteer's expense

All volunteers are interviewed before being accepted and placed in a volunteer position with NROCRC. The Manager of Volunteers conducts the screening and interview with interested volunteers.

Interested volunteers are asked to 1) Complete an application form; 2) Provide the names of two reference people; 3) Attend a screening and selection interview with the Manager of Volunteers; 4) Undergo a Police Record Check (PRC) at the volunteer's expense.

Volunteer suitability is based upon the volunteer's:

- *Interest, skills and experience*
- *Availability and commitment*
- *Willingness and ability to adhere to the mission, philosophy of service, value and goals of NROCRC*
- *Willingness and ability to adhere to the policies and procedures of NROCRC*
- *The volunteers' personal references and Police Record Check (PRC)*

4. REFERENCES

All volunteers are requested to provide two personal references. As part of the screening process, a staff member may contact one or both of these references as part of the screening process.

5. POLICE RECORD CHECK (PRC)



Undergo a Police Record Check.

Volunteers who have been selected for placement must undergo a Police Record Check at their own expense before starting placement.

The Manager of Volunteers provides volunteers with a letter stating that you are seeking a Police Record Check (PRC) for the purpose of volunteering. With this letter, your PRC is free of charge. To get the Police Record Check it takes 15 working days.

***Please note the volunteer placement will not commence until after NROCRC receives your Police Record Check. However if you are being directly supervised by a paid staff and your PRC is in process you can volunteer until your PRC is received.**

Positive Police Record Check

A positive Police Record Check does not automatically prevent someone from becoming a volunteer. The nature of the charge and the impact on the volunteer position will have to be discussed with the Executive Director

The following is the process when there is a positive record check:

1. The Manager of Volunteers presents the results of the Police Record Check to the Executive Director.
2. The Manager of Volunteers consults with the Executive Director and the following may influence the decision:
 - Type of offence
 - Volunteer placement requested
 - Results of the screening process. (e.g. interview and reference check)
3. The Manager of Volunteers is directed by the Executive Director to proceed with the required process.
4. The Manager of Volunteers informs the volunteer about the decision.

6. POSITION DESCRIPTIONS

The Staff Resource Person reviews the position description with the volunteer during the orientation process to ensure a clear understanding of the responsibilities and duties of each position. From the position description, a work plan may be developed.

The position description will be used as an evaluation tool during the volunteer's performance review.

7. ORIENTATION AND SUPERVISION



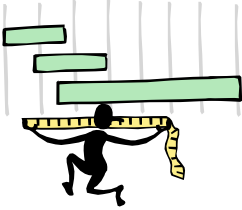
**Making the Connection!
Volunteer and Staff partnership.**

Each volunteer accepted to a position at NROCRC is assigned a Staff Resource Person who provides an orientation and training session and ongoing supervision.

The Staff Resource Person is responsible for the following:

- Initial orientation to the program and clients
- Training for the position
- Resources in order to perform the duties
- Onsite supervision. For example, access for questions, concerns or suggestions
- Ongoing verbal feedback
- Evaluations based on skills and responsibilities
- Opportunities to develop skills and abilities
- Opportunities to participate in workshops

8. PERFORMANCE REVIEW



Feedback about how you are doing.

After six months of volunteering, the volunteer meets with his/her Staff Resource Person to review the volunteer placement based on the position description.

The purpose of the performance review is to evaluate the goals and objectives of the volunteer in the assigned placement. It also assists the volunteer to develop new goals and objectives and gives the volunteer and Staff Resource Person the opportunity to discuss the growth and development of the volunteer.

The following are reviewed:

- The volunteer's satisfaction with the volunteer placement and activities
- The effectiveness of the orientation and training
- The Staff Resource Person's satisfaction with the volunteer's work
- The volunteer's satisfaction with the amount and type of supervision
- The need for more information, resources and training
- Goals and objectives of the volunteer
- New objectives and goals for the placement

Following the initial evaluation, the volunteer's placement and performance are reviewed on an annually basis to ensure that his/her needs and the program needs are still being met.

9. RECOGNITION



Thank-you for volunteering your time.

NROCRC values the involvement of volunteers and seeks to recognize their efforts continuously both informally and formally.

Formal Recognition Events	Informal Recognition Events	Specific and Particular Recognition
<p>During National Volunteer Week in April and the Annual general Meeting in September, all NROCRC volunteers will be invited to a recognition event, organized by the Manager of Volunteers and staff.</p>	<p>Staff Resource Person are encouraged to offer appreciation and recognition of volunteers on an ongoing basis, for example, information and profile on the recognition board in each program.</p>	<p>Volunteers whose work has a special impact or influence will receive special recognition in a public forum or in the NROCRC newsletter.</p>

10. EXIT INTERVIEW



Thank you for the feedback.

All volunteers upon the completion of their placement are offered an exit survey and an interview with the Manager of Volunteers. The exit interview is designed to provide the center with comments on the volunteer’s experience, and provide the center with valuable information regarding its operation.

- **All information will be kept confidential**