



United Way
Lloydminster & District
Change starts here.

Lloydminster & District United Way
Human Resources and
Volunteer Management

PURPOSE

The volunteer management policy outlines the philosophy, responsibilities, and principles of the management of volunteers who work directly with staff of United Way of Lloydminster and District.

SCOPE

This policy applies to those engaged in managing volunteer relationships. It includes all employees of United Way Lloydminster and District, including those on contract and any prospective employees. The policy also applies to any volunteer group convened by the organization, including, but not limited to, the Board of Directors & Standing Committees of the Board.

PHILOSOPHY

United Way of Lloydminster and District values, supports and promotes volunteerism. Volunteers add value to and complement the work of paid staff but do not replace the role of staff.

RESPONSIBILITY

The President facilitates volunteer management by providing advice, consultation and support. United Way of Lloydminster and District staff manages volunteer communications, personal data, waiver documents and the on-site volunteer management process. United Way of Lloydminster and District staff ensures the protection of volunteer privacy.

RESCOURCES

The organization shall provide appropriate resources to facilitate volunteerism

Volunteer jobs shall be designed to complement the work of staff, provide meaningful opportunities for volunteers and help the organization achieve its mission and vision.

RECRUITMENT AND SELECTION

Potential volunteers will complete the volunteer application and waiver forms. When possible the volunteer's interests, skills and/or abilities will be matched to volunteer opportunities at United Way Lloydminster and District.

Volunteer recruitment will take into account our Diversity Policy.

Recruitment and selection procedures shall be appropriate to the role, expected tenure and potential risk impact to

United Way of Lloydminster and District. Selection procedures for volunteers that have a direct and ongoing relationship with the organization such as Board Directors, Campaign Team, United Way Committees and operational volunteers or volunteers that have access to resources, information or other shall include:

- One or preferably two satisfactory reference check(s)
- A referral from a United Way employee, volunteer or a Loaned Representative and/or
- A referral and/or placement from a sponsoring organization

Volunteers shall be provided with a description of their role and responsibilities, and clearly understand the expectations of the position.

ORIENTATION

Volunteers shall be provided with an opportunity to be orientated to United Way and their position. Orientation delivery shall be tailored to the role, shall support program activity and volunteer requirements. Orientation information shall be obtained from official organizational documents or sources and where possible shall include:

- The mission, vision and purpose of United Way Lloydminster and District
- The purpose of the role
- Information, tools and support available to perform volunteer role effectively
- Orientation to worksite (if applicable)
- A review of privacy and confidential matters
- Signing a photo release and waiver form when appropriate
- Signing confidentiality and disclosure of interest forms when appropriate

VOLUNTEER RECORDS

The organization shall maintain records on volunteers and their contributions. Records remain the property of United Way Lloydminster and District and shall be considered confidential information. Records shall include: -Volunteer name, address, phone number, email address and other related contact information,

- Emergency contact name and phone number if working on-site on an ongoing basis
- Volunteer history with United Way including position, term and number of hours (where applicable)
- Relevant performance information

PERFORMANCE MANAGEMENT

Effective performance management facilitates a rewarding experience for volunteers and a contribution to United Way Lloydminster and District. Supervising staff shall facilitate performance management by providing timely and effective feedback, recognition, support and encouragement.

RECOGNITION

United Way Lloydminster and District's recognition process is consistently followed, and all volunteers shall be recognized for their accomplishments. Recognition shall be:

- Appropriate to their contribution
- Timely
- Formal and informal

September 2019