



VolunteerMatch

Volunteer Information & Handbook

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Thank you for volunteering with VolunteerMatch!

About VolunteerMatch

VolunteerMatch is a leader in the nonprofit world dedicated to helping everyone find a great place to volunteer. We offer a variety of online services to support a community of nonprofit, volunteer and business leaders committed to civic engagement. Our popular service welcomes millions of visitors a year and has become the preferred internet recruiting tool for more than 50,000 nonprofits. The organization also offers professional business services to support corporations committed to managing successful community involvement programs.

About the Handbook

This handbook is designed to introduce you to the VolunteerMatch office and to provide a basic overview of the policies and procedures which provide all of us in the office – paid and volunteer staff – with guidance and direction. Much of the information contained here is identical to the information contained in our Employee Information Handbook. As a volunteer staff member we extend to you many of the same rights as paid staff with regards to the work environment, necessary job training, supervision, evaluation, and recognition.

In return we expect you to honor your commitments to VolunteerMatch, respect other staff members – both paid and volunteer - and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Program Manager.

POLICIES AND PROCEDURES

Attendance and Absenteeism

As a volunteer staff member we depend on you to complete your scheduled shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert the Volunteer Program Manager of any scheduled absences – such as vacation – as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Program Manager as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive your volunteer relationship with VolunteerMatch will be reevaluated.

Reviews or Progress Reports

Many volunteers consider volunteer work as transition path to nonprofit employment, or as a great way to develop new professional skills. If you are interested in pursuing this course the Volunteer Program Manager will help you establish goals, and will provide progress reports or a review as requested. Your review will be based on VolunteerMatch's core values of teamwork, leadership, accomplishment, dedication, and spirit.

Volunteer Personnel Files

Your personnel files are confidential and consist of written documents retained by the Volunteer Program Manager. The volunteer's personnel file can be only reviewed by the volunteer, the President, the Senior Manager, HR and Administration, and the Volunteer Program Manager.

This file contains basic contact information and records about your volunteer service with VolunteerMatch.

Representing VolunteerMatch

Volunteers are only authorized to act as a representative of VolunteerMatch if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, your supervisor or the Volunteer Manager before engaging in any actions which may affect or hold the organization liable including but not limited to: public statements to the press, signing contracts or entering into financial agreements, lobbying or forming partnerships with other organizations.

Ending Your Volunteer Service

You may resign from your volunteer service with VolunteerMatch at any time. We request that you notify the Volunteer Program Manager ideally two weeks prior to your departure and request that you complete the Exit Interview process.

Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of VolunteerMatch:

- Step 1: Oral warning with documentation in the individual's personnel file.
- Step 2: Written warning to individual and copy to personnel file.
- Step 3: Written warning with suspension – documentation to personnel file.
- Step 4: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning.

The use of these disciplinary practices in no way alters the fact that your volunteering with VolunteerMatch is "at-will".

Problem Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arise during in the course of your volunteering.

Step 1: You may submit a problem in writing to the Volunteer Program Manager within three (3) working days after the problem becomes known to you, He/she is interested in the solution of any VolunteerMatch problem you, as a member of the team, may have. He/she will attempt to resolve your problem at this initial meeting. If unable to reach a mutually agreed upon settlement, the Volunteer



Program Manager will investigate the situation further, and within three (3) working days, meet you to give his/her final answer in writing. If you are still not satisfied, then you may request a Step 2 meeting.

Step 2: This step consists of submitting, in writing, the problem to the Chief Services Office (CSO) within three (3) working days of receiving the Step One response. The CSO will schedule a meeting with you and the Volunteer Manager as soon as practicable. At this meeting the CSO will attempt to resolve the problem, if he/she is unable to do so, he/she will provide you with a written resolution within three (3) working days. This will be the final determination.

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Program Manager, and, if appropriate, the CSO. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of VolunteerMatch.

Exit Interview and Exit Checklist Process

We encourage all volunteers to participate in an exit interview before leaving VolunteerMatch, regardless of your reason for leaving. You may also request a letter of reference or referral at this time.

The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the company, and any other relevant information you feel it is important for us to know.

The appropriate persons will contact you to arrange an exit interview and an exit checklist meeting.

Termination procedures are only guidelines and do not constitute a legal contract between VolunteerMatch and the volunteer, as arrangement is by mutual consent.

Confidentiality Agreement

Due to the nature of the work you may be doing as a VolunteerMatch volunteer, you will be asked to sign a confidentiality agreement. We expect you to abide by VolunteerMatch rules and regulations, and by signing this document you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary information.

Policy Against Harassment

VolunteerMatch is committed to maintaining a work environment free of unlawful harassment. VolunteerMatch policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected by federal or state law or local ordinance or regulation. All such harassment is unlawful. VolunteerMatch's policy applies to all persons involved in the operation of VolunteerMatch (both employees and volunteers) and prohibits unlawful harassment by any volunteer/employee of VolunteerMatch including supervisors and co-workers.

Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching;



- 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, photography, cartoons, drawings or gestures;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual;
- Retaliation for having reported or threatened to report sexual harassment.

This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events.

Immigration Reform and Control Act Policy

Under the terms of the Immigration Reform and Control Act of 1986, all volunteers hired after November 6, 1986 must provide, at the time of hire, proof of their identity and their authorization to travel, study, or work in the United States.

Smoking

In response to state and local laws and building code, smoking is not permitted in our office. This includes private offices and other common areas.

Pets

Pets (dogs, cats, reptiles, birds, and any other type of live animal), although beloved, are officially not allowed in the workplace due to building regulations. This rule does not apply to service animals. But, VolunteerMatch has relaxed these rules for several staff-member's dogs, which have proven to be well behaved. If you are allergic to dogs, or if you would prefer not to be around dogs please alert the Volunteer Program Manager.

Solicitation

Solicitation by *non-staff members* for any reason on company property is not allowed. Employees and volunteers may solicit or distribute literature for various groups or organizations for reasons including charitable ones. Prior permission from your supervisor or the Volunteer Manager is required.

Substance Abuse

The possession, use or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct.

We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Privacy in General

Whatever you put on a VolunteerMatch computer, including email you send and receive, and software you install, could have been seen/read by someone other than yourself or your intended receiver. Emails and anything else generated or stored on VolunteerMatch computers are company property. We



understand that you may need to conduct personal business while using a VolunteerMatch computer, but we ask that you do not abuse this access.

Email and Voicemail Usage

The VolunteerMatch email system is intended for business use only. Personal correspondence should not be conducted through this email address, and VolunteerMatch reserves the right to monitor your email activity. Like email, voicemail can be listened to by someone other than yourself or your intended receiver. Anything you put or receive on VolunteerMatch voicemail is also company property.

Volunteer Workstation and Email Access

All volunteers will be given a unique login to access the volunteer workstations. This will allow you to access the internet and your own unique desktop from each workstation, and will give you access to the Volunteer folder on the Behemoth server to share and save documents. You may not access the VolunteerMatch SuperUser dashboard from any other workstation or machine without prior written approval. To request 'work from home' access please talk to your supervisor.

You will also be given a VolunteerMatch email address – usually first initial last name @volunteermatch.org. This email address will be available both through your unique login as well as from a web platform. This email address will also allow you to access the VolunteerMatch Google Drive.

Community Support & Org Approval Volunteers

As a volunteer you may be asked to work with our Community Support team and assist our Members – both volunteers and nonprofits. To do this you will be granted SuperUser access. This will allow you to access and work in the 'behind the scenes' area of our system. This SuperUser access will only be given to your volunteermatch.org email address. All necessary SuperUser training will be provided in one-on-one sessions with staff. You will not be asked to access or work in the SuperUser area unsupervised until you feel comfortable doing so.

Volunteer to Paid Staff Hiring Process

VolunteerMatch encourages qualified volunteer candidates to seek paid work with the organization. We acknowledge that this situation may involve complex relationships and expect all participants to act with the highest levels of personal and professional respect for all people involved. The following process builds on, but does not bypass, the existing application process for paid work at VolunteerMatch.

All volunteer staff interested in paid work at VolunteerMatch should use the following process.

Inform Volunteer Manager of interest in a specific, publically posted, paid position.

The Volunteer Manager will clarify this process with the volunteer candidate at this time, including the appropriate roles and responsibilities of the Volunteer Manager, the Hiring Manager, and the Volunteer Candidate. The Volunteer Manager will not participate in the interview or decision making process for any position search involving volunteer candidates.

All questions regarding the position, hiring process or timeline should be directed to the Hiring Manager.

Volunteer Candidate should submit resume and cover letter to jobs@volunteermatch.org.

VolunteerMatch acknowledges that the volunteer candidate has a more enhanced relationship with the organization than other candidates. Out of respect for this relationship the volunteer candidate can



expect to be informed of the hiring process timeline, and will be informed either by email, phone, or in-person conversation of his or her progress through the hiring process.

The Volunteer Manager will be informed of the decision to either offer a paid position to a volunteer candidate, or to conclude the volunteer candidate's participation in the hiring process. The Volunteer Manager will then work with the volunteer candidate to provide a more comfortable and effective transition either to paid work, or back into volunteer work.

If the volunteer candidate is not selected for the paid position, all attempts will be made to continue the existing volunteer relationship. Volunteers may request to transfer to a different team or project within VolunteerMatch, may request a sabbatical or leave of absence, or additional accommodations to continue to feel comfortable working with VolunteerMatch.

The unsuccessful volunteer candidate is encouraged to request feedback from the interview team and hiring manager regarding how the decision was made, and what improvements or additional skills might be pursued.

Staff Directory



Acknowledgement of Receipt of Handbook

I acknowledge that I have been given a copy of the VolunteerMatch Volunteer Booklet. I understand that this Booklet summarizes VolunteerMatch’s personnel guidelines, and that it is furnished to me solely for my information.

I further understand that volunteering with VolunteerMatch is not for a specified term and is at the mutual consent of me and VolunteerMatch. Accordingly, VolunteerMatch or I can terminate the volunteer relationship at will, with or without cause, at any time.

I further understand that the statements contained in the booklets are not intended to create any contractual or other legal obligations. I also understand that VolunteerMatch may modify or rescind any of its policies, or practices described in the Booklet at any time, except for those policies required by law.

I acknowledge that it is my responsibility to read and become familiar with the contents of the Handbook.

Volunteer Name (Printed) _____

Volunteer Signature _____

Date ____/____/____