



Volunteers Go Above and Beyond

Volunteers are #1

**CITY OF DELRAY BEACH
VOLUNTEER
HANDBOOK**

Volunteers are Star Performers

Volunteers Make a Difference



VOLUNTEER: WHAT? – WHY? – WHO? – HOW?

WHAT is a Volunteer?

A volunteer is an individual who sees a need, is concerned and willing to do something about it. A person who, of his/her own free will, contributes talents, time, and service to a program without pay. Volunteers supplement staff but do not replace them. They come from every community, age group, race, economic level and ethnic background.

WHY should I Volunteer?

Volunteering gives you an opportunity to:

- help identify community needs
- do something worthwhile
- share your talents
- have a lasting effect on the community
- learn new skills
- gain experience which may lead to employment opportunities
- form new friendships

Volunteering is a rewarding experience for all when volunteers and staff have mutual respect and a desire to cooperate in meeting the needs of our City and its citizens.

WHO can Volunteer?

Anyone can volunteer with the City of Delray Beach: Residents, Non-residents, Adults, Seniors, Youth ages 14 and up.

Certain requirements may be needed, depending on where you would like to volunteer, i.e. Athletics—certain skills may be required depending on activities.

HOW do I Volunteer?

Volunteers can assist at a number of facilities and special events. Volunteers will complete an application package and turn it in to the volunteer coordinator. The coordinator will check what the volunteer wants to do and then pass the request to the proper department. The volunteer supervisor of that department will contact the volunteer and let them know if they are in need of volunteers.

Some of the areas in which volunteers may be needed:

- Office work (filing, stuffing envelopes, answering phones, etc.)
- Assisting instructors
- Athletic Programs
- Special Events (Kidsfest, Holiday Parade, etc.)
- Homework assistance

**City of Delray Beach
Volunteer Program
Application Procedure**

1. All volunteers in all programs will be required to go through a National Background Check.
2. All volunteers are required to fill out:
 - a. Application
 - b. Affidavit of Good Moral Character form (notarized)
 - c. Volunteer Consent/Release Form (Criminal history record check)
 - d. Volunteer Interest Survey
 - e. Volunteer Worker Agreement Form
3. Procedure:
 - a. Complete all five forms listed above and return to the Human Resources Department.
 - b. Photo will be taken for I.D. card and applicant will be interviewed.
 - c. Human Resources will proceed with National Background Check.
 - d. Volunteer applicant will be notified of status within three weeks.

**POLICY OF NONDISCRIMINATION
ON THE BASIS OF DISABILITY STATUS**

No covered entity shall discriminate against a qualified individual with a disability because of the disability of such individual in regard to job application procedures, the hiring, advancement or discharge of employees, employee compensation, job training and other terms, conditions and privileges of employment. (A.D.A. App. II, Section 102, Discrimination, page 5).

The City of Delray Beach has designated the following location for those with questions to coordinate efforts to comply with this requirement:

Doug Smith, Assistant City Manager
100 N.W. 1st Avenue
Delray Beach, Florida 33444

REPORTING TO WORK

As you begin your volunteer job, your supervisor will be your main source of information. Supervisors have the responsibility of directing volunteers in training, understanding duties, work schedules and personal matters. You are encouraged to discuss any questions, concerns, problems, difficulties, misunderstandings or suggestions with your supervisor. If this does not resolve the matter, you should contact the volunteer coordinator who will attempt to see that the matter is concluded in a manner that is satisfactory to all.

As a volunteer, you play a vital role in the department. We rely upon your help and therefore request that you notify your supervisor, as well in advance as possible, if you are unable to work on an assigned day. This will allow time for replacement or for rescheduling where necessary.

USE OF CITY EQUIPMENT

Telephones – Business phones are available for limited personal use. Check with your supervisor regarding which phone you may use. Personal long-distance calls are prohibited. Calls to 411 should be made at the pay phone. In the use of telephones while conducting City business, be sure to identify yourself and department, using a pleasant tone of voice.

Vehicles – Vehicles will be used by authorized volunteers only.

Machines – City equipments (computers, typewriters, copy machines, radios, etc.) is only for the use of City employees or volunteers in the course of performing City duties and may not be used for personal reasons. Before using any equipment, please check with your supervisor.

GIFTS

No employee (or volunteer) of the City shall accept any fee, gift or other item of value in the course of, or in connection with, their duties, when such fee, gift or other item of value is given to induce or is intended to induce the receipt of a favor or preferential treatment from the City, any City employee or any City volunteer.

SOLICITATION

The City prohibits solicitation on or off City property unless officially approved by the City Manager and/or City Commission. Printed or written announcements posted anywhere on City property which deal with outside activities must be authorized by a supervisor.

APPRECIATION AND RECOGNITION

The Parks & Recreation Department appreciates the excellent services performed by its volunteers. In order to assure recognition of all these valuable people, accurate records of hours donated will be kept.

**CITY OF DELRAY BEACH
VOLUNTEER PROGRAM**

VOLUNTEER RULES AND EXPECTATIONS

All volunteers, who perform as the City's public relations representatives, must always be polite, helpful and present themselves in a professional manner. They must act, speak and dress in such a professional manner as to receive respect from the public.

As expected of any City employee, a volunteer must be punctual, fair, consistent, knowledgeable and professional. He/she accepts the responsibility of helping to ensure the smooth operation of a recreation facility and/or program. A volunteer will perform his/her duties under the direct supervision of the departmental staff as assigned.

General rules and expectations include:

1. All volunteers must sign up with the Volunteer Program by completing an application package.
2. All volunteers will go through a training session at the area where they volunteer.
3. All volunteers will sign in and out each day.
4. Each supervisor has the sole responsibility for the operation of the center under his/her responsibility. Failure to follow the supervisor's instruction will result in dismissal from the volunteer program.
5. All volunteers will be monitored by staff and given supervisory visits as well as in-service training. All volunteers will be evaluated regarding performance.
6. No volunteer will be told to volunteer for any specific area. Volunteers will choose the area in which they prefer to work.
7. If a volunteer cannot make his/her scheduled assignment, he/she will call the center so arrangements can be made to fill the spot.
8. ALL schedule changes must be approved by staff.
9. No volunteer has authority over any other volunteer.
10. All volunteers must be fingerprinted and go through a national background check.
11. All volunteers for Athletics must go through NYSCA (National Youth Sports Coaches Association) certification.
12. Perform the duties in the volunteer job description.

13. Volunteers are to assist City staff, and their actions reflect on the department, as well as the City of Delray Beach.
14. Facilities should ALWAYS be kept in a clean, neat and orderly condition. Volunteers are responsible for knowing and complying with ALL of the Facilities Rules and Guidelines. A detailed list of the rules and guidelines will be provided and any questions should be directed towards the Supervisor.
15. Ensure maximum safety of ALL patrons in the City facility and/or program.
16. Always be consistent, fair, and courteous when enforcing the rules and regulations. If necessary, provide a justification for the rule. If the patron has additional questions or becomes unsatisfied, call upon staff to assist you. Remember YOUR primary responsibility is to ensure participant safety.
17. Assist staff in maintaining a safe, clean, and orderly facility. Periodically check the facility for unsanitary and unsafe conditions. Check the equipment to ensure its safety. If repairs are needed, notify staff. If a potentially hazardous condition arises, inform staff immediately.
18. Know and properly follow the established emergency action plan.
19. Take ALL patron feedback/complaints seriously. Resolve the issue if possible. If the patron remains persistent, refer him/her to staff.
20. Inform staff of any patron who should be denied admission or asked to leave the facility due to conduct or safety reasons.
21. Always be polite, helpful and friendly to ALL patrons, other volunteers and employees.
22. Maintain a professional appearance at ALL times with regard to dress, hygiene and conduct.
23. Keep the staff informed of activities at the facility. Maintain ACCURATE logs and reports. Most importantly, the documentation is essential for liability purposes. Always notify staff of any important and unusual events that occur.
24. Use of alcohol or illegal drugs is prohibited.
25. Any volunteer caught stealing, being discourteous or spreading rumors will be dismissed.
26. Dismissal Procedure:
 - a. Oral Warning
 - b. Written Warning
 - c. Suspension or Dismissal

**CITY OF DELRAY BEACH
VOLUNTEER JOB DESCRIPTIONS**

FACILITIES COVERAGE

Volunteers are needed to open and close facilities during special events, rentals and classes when the center is not normally opened such as Saturday, Sunday, Holidays and evenings. Other responsibilities include assisting clubs, organizations, athletic groups, schools and the general public in meeting criteria for facility use. Volunteers should be able to handle emergency situations. AED-CPR Certification is required.

PARK AMBASSADOR

Volunteers would be required to patrol city parks, check for damage to facility equipment, graffiti and periodically lock park gates after closing time. As a Park Ambassador the volunteer would have the ability to answer questions for the general public and explain Parks and Recreation rules and regulations. Park Ambassador volunteer position requires a valid Florida Driver's License, a clean driving record and annual training provided by the City.

CLERICAL

Assist staff with various office tasks. Duties include making copies, sorting and stuffing envelopes, typing labels, answering phones and assisting patrons. Hours vary.

AFTER SCHOOL PROGRAM

The City of Delray Beach After School Program runs Monday-Friday from 2:00 pm to 6:00 pm throughout the school year. The children's ages range from 5-12 years old. Volunteers are needed to assist in the daily activities of this program which include athletics, arts and crafts, cooking, and academic assistance. The children also receive certification in American Red Cross swimming, USTA tennis, PGA golf, and soccer. Assist staff, coordinate and participate in various after school activities (games, sports, arts and crafts) including set up, clean up, material preparation and homework assistance.

SUMMER CAMP

The Parks & Recreation Department offers an nine-week summer camp that runs from June to August. The hours are 7:30 am – 5:30 pm Monday through Friday for children 5-12. Volunteers are asked to assist in the daily running of the camp which includes athletics, off-site field trips (recreational and educational), arts and crafts, swimming and much more. If you are interested in this program you may volunteer for hours that fit your schedule.

HOLIDAY CAMPS

While the children are out of school for Holiday and Spring Break, the Parks & Recreation Department offers holiday camps so these children are supervised and still having fun. We need volunteers to help make sure both of these goals are met. These camps are structured similarly to summer camp. Volunteers are needed to assist in sporting events, cooking projects, field trips and much more. Camp hours are 7:30 am – 5:30 pm weekdays during holiday times.

YOUTH BASKETBALL

The City of Delray Beach Youth Basketball Program serves 300 children from ages 5-15. Team practices start in December; games begin early in January and run through March. Games will be played on various week nights and Saturday mornings. Volunteers are needed to assist in coaching (both head and assistant coach), run the game clock and keep score, plus any other game related activities.

YOUTH FOOTBALL

The Delray Rocks is one of the finest youth football organizations in South Florida. To continue this tradition we need volunteers in all areas of the program operations. Volunteer needs are as follows: coaches (head, assistant), field crew, concession stand, announcing, game day security and help with fund raising activities. Teams start practicing in late July, and the season runs to the end of November. Teams practice four days a week during the season. Games are played on Saturday afternoons and evenings.

BEACH

Volunteers are needed to assist lifeguards with setting up and running lifeguard competitions in January and April. Ocean Rescue also needs assistance with its Junior Lifeguard Program during the spring and summer months.

PARKS & RECREATION SPECIAL EVENTS

January/February – Senior Games – A competition of athletic and non-athletic events for seniors age 50 and up. Senior Games is a week-long event with opening and closing ceremonies. Volunteers are needed to help run each event.

April – Easter Egg Hunt – Volunteers are needed to help stuff plastic eggs with candy and on the morning of the event volunteers will be needed to help scatter the eggs.

June – Dad and Daughter Date Night – Volunteers are needed to help decorate and to collect tickets at the door.

October – Kidsfest – Located at Veterans Park, Kidsfest is an afternoon for parents and children to learn about the organizations and services the city has to offer. Volunteers are needed to set up, tear down, monitor the bounce house and assist in the arts and crafts area.

November - Turkey Trot 5K Run & Health Walk – Volunteers are needed for set up, helping with refreshments, handing out T-shirts and trophies.

December – Santa’s Calling – Volunteers acting as Santa, Mrs. Claus, or an elf are needed to make calls to children who have sent in a wish list.

RECEPTIONIST

A volunteer receptionist is needed for Fire-Rescue Headquarters and/or telephone relief at the lunch hour. Monday-Friday, mornings and lunch hour.

CLERICAL

Volunteers are needed for filing, making copies, cutting paper, stuffing envelopes, sorting, counting, stapling, or tasks such as these on an as needed basis in the Fire-Safety Division. Scheduling can be busy one month and not busy the next month. Tasks can be taken home and returned when completed.

CERT VOLUNTEER

This volunteer position requires you to be able to take an 8 week class to have knowledge regarding disaster preparedness, help in your community in a time of a disaster, communicate with your neighbors, respond to fire-rescue needs before and/or after a disaster, volunteer time for refresher training, some reading, writing, and studying is required. This CERT position is based on an "As Needed" basis normally during our annual Hurricane Season which runs from Jun 1-November 30. Fire Safety Division

SURVEY GENERATOR

A volunteer is need in the Fire-Rescue Department to help develop customer service surveys. Organize and track data generated thru these surveys. Applicants must be able to use Windows, Excel and Word; excellent grammar and writing skills. A background in research is desirable. Mondays 1-5.

CUSTOMER SERVICE GREETER & HELPER

Assist with our weekly child passenger safety seat program. Greet and direct public to correct locations for each segment of the child safety seat program. Check child passenger safety data forms for completeness. Volunteer must be responsible; able to interact with public both adults and children, and firefighters; detail and quality assurance oriented. Position requires mobility. Must be able to walk or stand for two hours. Fire-Rescue Department. Tuesdays 8-12.

HOSPITAL QUALITY ASSURANCE COORDINATOR

Assist with the planning, implementation, and follow-up of annual fire safety inspections at Delray Medical Center and Pine Crest Rehab Hospital. Volunteer must have background in medical field: medical doctor, nurse, hospital administrator or person with hospital plant engineering background.

INTERPRETER

Help ensure compliance where language barriers exist. Assist with fire safety daycare inspections, child passenger safety seat program, and other inspection activities as necessary. Volunteer must be bi-lingual: Spanish or Creole and fluent in English. Prefer someone who can also write Spanish and Creole. Tuesdays and Thursdays 8-12.

HAM RADIO OPERATORS

A volunteer is needed in the Emergency Operations Center (EOC) to test and operate radio equipment. Participation in Palm Beach County's weekly ham radio network is required. Volunteer must have FCC Amateur Radio License. Thursdays 7 P.M.

DATA PROCESSOR

A volunteer is needed in the Fire Safety Division to enter data from Child Passenger Safety Seat Program forms into Excel spreadsheet. Generate required monthly and quarterly reports for federal, state, and local entities. Volunteer must be responsible; detail and quality assurance oriented; must know Windows and Excel.

MAIL COURIER

A volunteer is needed to deliver mail and supplies to and from the six fire stations. Must have a valid driver's license. Monday-Friday mornings.

LABORATORY SUPPORT

A volunteer position is available in the water treatment plant providing laboratory support to staff. Applicant must be proficient in Microsoft office applications, skilled in filing and record keeping, familiar with laboratory analyses. Mondays, Wednesdays, Fridays, 9:00-12:00.