



CITY OF MARGATE POLICY

VOLUNTEER SERVICES

VOL 1.0 Margate Volunteer Program (MVP)

Effective Date: November 23, 2015

Approved by: Douglas E. Smith, City Manager

PURPOSE: The **Margate Volunteer Program (MVP)** provides the community with an opportunity to assist with special events, government functions, recreation programming, emergency operations, and other important services that impact the quality of life of Margate residents. Volunteering exemplifies what it means to say “Together We Make It Great”!

DEFINITIONS: **Volunteer:** A person authorized to perform designated support tasks undertaken of one’s own free will, without compensation, reimbursement, or legal obligation. Volunteers are not eligible to be placed in a volunteer capacity that creates an actual or perceived conflict of interest.

Volunteer Coordinator: A person designated by the City Manager to perform the following duties:

- Administer the Volunteer Services Program
- Recruit, interview, and screen volunteers
- Assign volunteers
- Assist staff in determining component needs for volunteers
- Maintain volunteer records and monitor progress
- Arrange volunteer schedules
- Coordinate orientation, training, and guidance to volunteers

The Volunteer Coordinator reports directly to the City Manager, and the position is a functional responsibility of the City Manager’s Office.

POLICY: Scope of Authority
Volunteers are not intended to replace paid City employees on a permanent basis.

A volunteer is authorized to act as a representative of the City only within the parameters outlined in this policy and/or as stated during any part of the assignment-related orientation, training, instruction, direction, and guidance received by the volunteer.

A qualified individual is authorized to identify himself as a volunteer only. Under no circumstances shall a volunteer represent himself as a City employee in any way.

Under no circumstances shall a volunteer provide information orally, electronically, or in writing to any individual regarding City business or



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activity without the advanced express permission of the Volunteer Coordinator.

Application Process

A Department Director shall determine the need for volunteer services, and shall forward to the City Manager's Office a brief description of the activities to be performed, the expected responsibilities, schedule of days/times, and frequency needed.

The City Manager's Office shall assist the Volunteer Coordinator in managing the volunteer services application process.

An interested individual shall complete a Margate Volunteer Program (MVP) application including the Authorization for Release of Personal Information, and any other applicable documents necessary, and return them to the Human Resources Department, Margate City Hall, 5790 Margate Blvd., Margate, FL 33063.

Volunteer age requirements are based upon individual volunteer opportunities within the City and are determined by the City. Individuals under age 18 must have parental consent to volunteer.

Volunteers that are inactive for more than one year may be required to reapply and may be subject to a background check.

The Volunteer Coordinator shall provide the City Manager's Office with the application packet of the successful volunteer candidate, who shall then forward the application packet to the Police Department for a background and records check. Individuals applying for a volunteer opportunity may be subject to additional background checks or qualification requirements, as deemed appropriate by the respective Department Director. Additionally, the provisions of City Ordinance Chapter 27 (Background Checks of Adults Involved in Sports Leagues) Section 8 (c) and (d) shall apply to any individual who applies to serve as a volunteer for an activity that involves more than a passing interaction with a minor. Depending on the type and location of the assignment, a volunteer may be fingerprinted.

The Police Department shall return the volunteer application packet along



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with the results of the background and records checks, and any additional verification requirements, to the City Manager's Office for approval. The volunteer applicant and appropriate Department Director shall be notified by the Volunteer Coordinator whether the applicant is qualified for further consideration or for selection for volunteer service based on such results.

The Volunteer Coordinator shall assist with any interviews necessary with the requesting department for the Department's selection of pre-screened candidates for a specific assignment.

Onboarding Process

Once accepted into the Margate Volunteer Program, a volunteer must complete a Release and Waiver form.

At the sole discretion of the Department Director, a volunteer may be assigned to perform various tasks within the department. Tasks may include, but are not limited to, indoor office tasks, outdoor work, sedentary work, active work, special event work, emergency operations, etc.

A volunteer shall not be entitled to or receive any compensation or reimbursement for service, unless otherwise mandated by federal, state, or local employment law.

A volunteer may be photographed for an identification card, which along with any other equipment issued to the volunteer, shall remain the property of the issuing department. Identification cards are to be worn at all times while volunteering. This card will not give access to City buildings unless authorized by a Department Director

A volunteer is eligible to enroll for free in the national President's Volunteer Service Awards program.

A volunteer is eligible to earn special recognition and awards from the City for their creditable volunteer service hours.

A volunteer shall comply with not only all federal, state, and City ordinances, but also all rules of any other authority that may be applicable. Volunteers shall also be familiar with and shall comply with all general orders, standard



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operating procedures, and departmental/divisional directives that pertain to one's specific assignment.

A volunteer shall serve at the pleasure of the City Manager. The City Manager retains the right and sole discretion to dismiss a volunteer from any assignment or to reassign a volunteer to another assignment, at any time and for any reason, or for no reason.

A volunteer shall notify their supervisor if they will not be in as scheduled and/or discuss any scheduling conflicts in advance if possible.

Occasionally, an assignment proves to not be mutually beneficial. A volunteer shall immediately discuss any issues or concerns with the Volunteer Coordinator or a supervisor. The Volunteer Coordinator or supervisor shall address and resolve issues or concerns as soon as is practicable, and as appropriate.

A volunteer may choose to terminate an assignment at any time and for any reason, or for no reason. The volunteer should immediately notify the Volunteer Coordinator or a supervisor of that decision as soon as is practicable. It is requested that the volunteer provide two (2) weeks' notice.

In a matter involving protected civil rights issues, a volunteer shall have the right to speak directly and immediately with any supervisor, the department director, the Volunteer Coordinator, the Human Resources Director, or the City Manager.

In the event of an injury while volunteering, volunteers are covered by the City of Margate's Worker's Compensation Policy. Injuries, no matter how minor, MUST be reported to the supervisor and the department immediately. The supervisor will assist with obtaining proper medical treatment if necessary.

Within their scope as a volunteer, a volunteer is insured for liability by the City.

A volunteer shall report to their supervisor, on a weekly basis, hours worked for the preceding week. Volunteers should also keep record of their hours.



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Orientation, Training, and Instruction

Volunteers shall attend any applicable orientation, training, and instruction sessions in advance of an assignment as deemed appropriate by the department director or designee. The purpose of any such session is to provide the volunteer with an overview of the City, the department, and the assignment; to explain assignment-related expectations; to review applicable policies and procedures; and to discuss available volunteer positions. A volunteer will perform assigned tasks only after being properly trained.

Appearance, Grooming, and Attire

A neat, professional appearance contributes to the positive impression a volunteer exhibits, and is therefore expected while volunteering for the City. Attire shall be appropriate for the assignment, and shall comply with all City safety standards. The respective department director shall have the discretion to establish all standards for appearance, grooming, and attire as appropriate for the type of work assigned, and also for the conditions/environment in which such assignments shall be performed.

Vehicle Usage

If during the course of assigned duties, a volunteer is authorized to use a City vehicle, a City Vehicle Use Authorization Form must be completed and attached to a volunteer's file. The authority to drive a City vehicle will be denied or revoked at any time the volunteer does not possess a valid State of Florida driver's license and may be revoked at any time that documented charges are substantiated of misuse or abuse of a City vehicle. This includes any number of traffic violations/accidents determined to be excessive by the City.

A volunteer must report all traffic violation citations received while driving a City vehicle, or any suspension or revocation of the volunteer's driver's license, to a supervisor immediately. Failure to do so may result in immediate dismissal.

It is mandatory that all volunteers who intend to utilize their personal vehicle during the course of their volunteer duties maintain a copy of their insurance card on file with the Volunteer Coordinator. All State of Florida minimum liability limits must be met for a volunteer to utilize their automobile.



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No volunteer will be authorized to drive a City vehicle until a review of the Volunteer's driving history is conducted and the volunteer is approved by the City Manager's Office to operate a City vehicle.

EXCEPTIONS: This policy may be revised from time to time. Any other exceptions require City Manager approval.