



Mobile Parks and Recreation Volunteer Manual

Vision	Mission	Core Values
<i>Fun and Safe Places where Everybody is Somebody</i>	<i>To increase the Social, Emotional and Physical well-being of our community by providing diverse activities in secure and welcoming spaces.</i>	<i>Customer Service, Teamwork, Diversity</i>

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The Goals of the MPRD Volunteer programs are:

- To conserve resources by utilizing volunteers to support and strengthen the work of MPRD staff
- To provide volunteers with opportunities that offer meaningful, productive work.
- To create and nurture mutually beneficial partnerships with area businesses, nonprofits, community groups and governmental organizations.
- To recognize volunteers and to convey appreciation for their contributions of time and talent.

How to Get Started:

First, determine your level of involvement. Do you want to volunteer for a few hours, or do you wish to be involved in a program over an extended period? The MPRD has one-time, ongoing and special event opportunities.

Below are highlights of our most common volunteer opportunities. Our programs are ever-evolving, so please visit our website (<https://www.cityofmobile.org>) or contact our Volunteer Coordinator for a full list of volunteer opportunities.

Special Event Opportunities

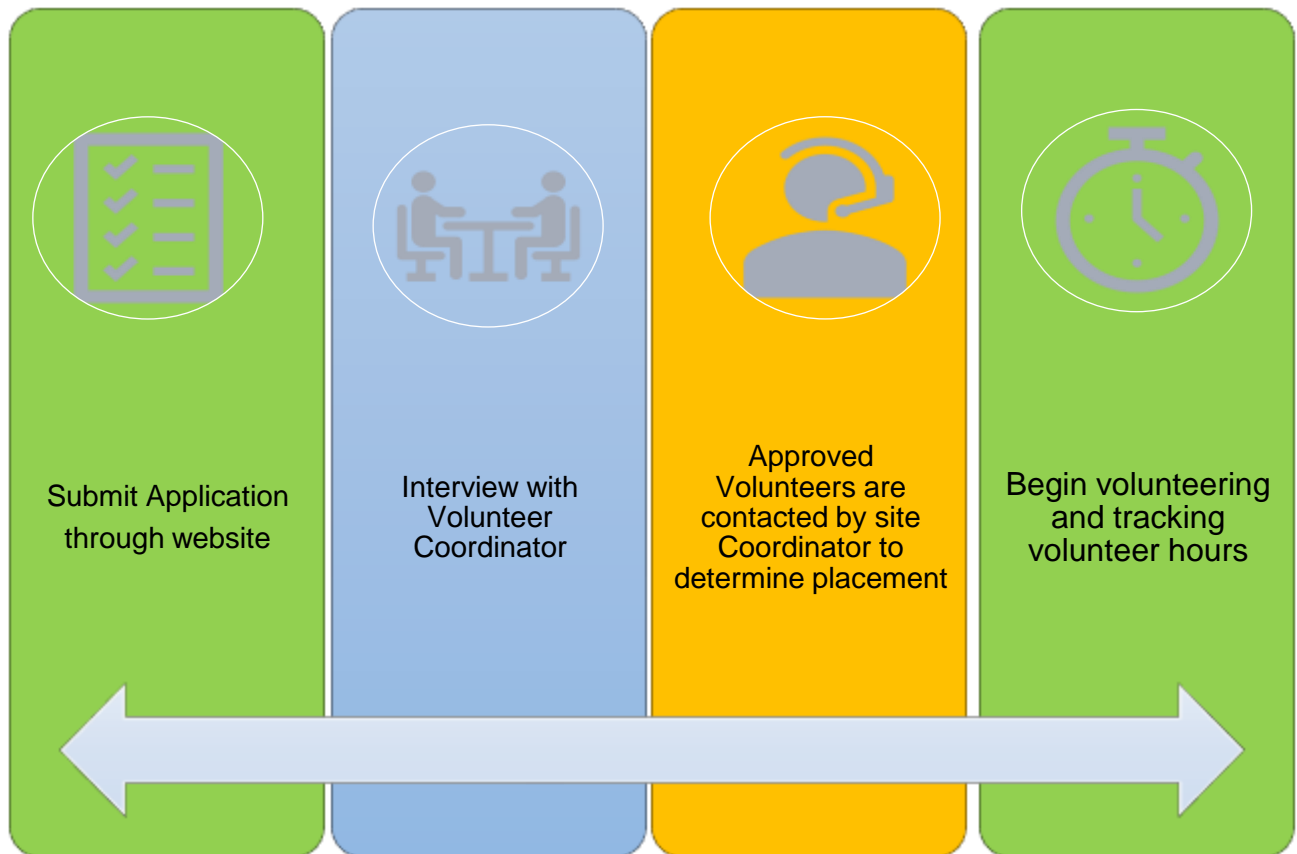
If you are looking for a short-term or one-time opportunity, check out one of our many special events held each year throughout the city. Special event volunteer opportunities are available for both individuals and groups.

Use of Volunteers (Virtual opportunities available upon request)

1. **Event Volunteer (one-day):** An individual will volunteer for a City of Mobile Parks and Recreation events include; but are not limited to, community service events, clean-up events, parades, holiday events, and family events. The role of the event volunteer is to engage the participants and help create a memorable experience.
2. **Volunteer Youth Coaches (long-term):** The Volunteer Coach will be responsible for supervising and instructing participants during practices and games. Design and implementation of weekly practice plan. Demonstrate various skills to participants on proper fundamentals and strategies of play. Communicate with staff, participants, and parents in a professional manner.
3. **Tutoring:** Enjoy working with children? Become a tutor in your neighborhood recreation center. Subjects include: Math, Science, Social Studies, English, and Reading.
4. **Specialized Recreation Program Volunteer (long-term):** Individual will assist participants in the program as directed by the supervisor to include serving food and drink, games, and leading program activities.
5. **Program Instructor/Assistant: (one day or long-term)** the volunteer will assist the lead instructor with implementing the lesson plan, set-up and take-down and interact with program participants.
6. **Timekeeper (one day or long-term):** Set the clock at the beginning of each quarter with correct amount of time (minutes). Keep score on the clock for each team during the game.
7. **Front Desk Assistant:** responsible for answering the phone, directing calls, and greeting guests and may perform some administrative work.

Volunteer Process Map

This is the proposed process in which prospective volunteers will go through to become a Mobile Parks and Recreation Volunteer.



Volunteer Program Outline

Application Process

1. Visit or email and express interest in the program at 48 N. Sage Ave.
2. Application and materials are given, sent or downloaded from the Parks and Recreation website
3. The completed application and background check forms are returned by email or hand delivered to the volunteer coordinator at Parks and Recreation Department, 48 N. Sage Ave.

Screening Process

1. ALL volunteer applicants must complete a background check.
<https://opportunities.averity.com/Index.aspx?uid=64156>
2. All volunteer applicants must complete child abuse training.
<https://aldhr.remote-learner.net/login/index.php>
3. Applicant is notified of status.

Placement Process

1. Volunteer Coordinator interviews volunteers to determine placement
2. Approved volunteers are contacted by their department supervisor / site supervisor.
3. Volunteers are asked to create a volunteer connect login to track hours and volunteer opportunities

City of Mobile Parks and Recreation

Background Check Requirement

Convictions for the following offenses disqualify applicants from employment or volunteering with the City of Mobile

1. All sex offenses (including, but not limited to rape, child molestation, sexual assault/battery, pornography, child pornography, indecent exposure, lewd conduct).
2. Drug convictions (felony or misdemeanor) within the last five years.
3. Any conviction involving a minor victim.
4. Any conviction involving violence within the last five years
5. Weapons violations within the last five years.
6. Misdemeanor - Non-violent within the past three (3) years or multiple offenses in the past five (5) years- Examples include but are not limited to: driving under the influence, simple drug possession, public intoxication, marijuana possession, possession of drug paraphernalia, theft if person is handling monies.

The following circumstances also disqualify applicants from working or volunteering with City of Mobile Parks and Recreation Department:

1. Failure to truthfully and completely answer the question on the volunteer application about arrests and charges.
2. Anyone who has an active warrant.

The following circumstances do NOT disqualify applicants from working or volunteering with the City of Mobile Parks and Recreation Department:

1. A finding of "not guilty" in a fully adjudicated case involving the above-listed offenses.
2. Convictions for traffic infractions.



CITY OF MOBILE VOLUNTEER PHOTO CONSENT AND RELEASE

By signing this form, I voluntarily consent to have my or my child's photograph taken and by this consent give permission for such photograph(s) to be published. Further, if I take and submit a photograph(s) of my child or me to the City of Mobile, I also give permission for such photograph(s) of my child or me to be published. I also agree that any such photograph(s) of my child or me referenced above in this paragraph maybe published in any media including, but not limited to, newsletters, websites, videos, and press releases. I hereby also release and discharge the photographer of my child or me from any and all claims, including any claims for libel and/or invasion of privacy that may arise out of or in connection with the use of the photographs to which I have agreed herein.

Print Adult or Child's Name: _____

Address: _____ City: _____ Zip: _____

Phone#: _____ E-Mail: _____

Signature (**Required**): _____

(If volunteer is under 18 years of age, parental/guardian signature is required.)

Recruitment

Recruitment of new volunteers is an ongoing effort carried out primarily by the Volunteer Coordinator. However, all City staff members should be alert to opportunities to recruit new volunteers daily.

The intent of recruitment is to expand the involvement of volunteers in MPRD. Volunteers shall be recruited regardless of sex, disabilities, age, race, religion or other conditions. The sole qualification for volunteer recruitment shall be suitability and availability to perform a task on behalf of the City. Volunteers may be recruited through either an interest in specific functions or through general interest in volunteering which will later be matched with a specific function.

The age requirements of volunteers with MPRD will vary in accordance with the areas or programs in which the individual volunteers. All individuals who wish to volunteer must complete an application.

Background Check

All volunteers who apply with MPRD will be subjected to a background check. The extent of the check will be determined by the department and will be based on the position the volunteer will be filling and contact with the public or money.

Orientation

Prior to starting in a new position, volunteers will attend a general orientation to the program conducted by the MPRD Volunteer Coordinator. The orientation will cover the Volunteer program's nature, purpose, and the activity for which they are recruited. Additional orientation and training will be conducted by the Volunteer Coordinator.

Placement

In placing a volunteer, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met; no volunteer should be assigned to a "make work" or "busy work" position and no position should be given to an unqualified or uninterested volunteer. Once a volunteer is found to be acceptable, the MPRD Volunteer Coordinator will contact the volunteer and set up an orientation that includes the department coordinator from the department where the volunteer will be working. Volunteers may choose to work in as many divisions as they desire if they meet the criteria for those

departments. Volunteers may transfer from one division or position by notifying the Volunteer Coordinator.

Volunteer Supervision

Requirement of a supervisor each division will identify the Division Coordinator and the person who will be directly responsible for supervising the volunteer. The supervisor is responsible for the day-to-day management and guidance of the volunteer and will make themselves available to assist the volunteer.

Acceptance of Volunteers by Staff

Division Coordinators should consult with members of their Division's staff before assigning a volunteer to work with any staff member. Volunteers are valuable resources and staff is encouraged to seriously consider creative ways in which volunteers might be of service. All staff members are free to consult with the Volunteer Coordinator if they feel the need for assistance or additional training.

Staff Volunteer Management Training

All Division Coordinators should receive training from the Volunteer Coordinator on how to effectively use volunteers. The Coordinators are responsible for training staff members on using and supervising volunteers.

Supervision of Participants

At no time should a MPRD Volunteer leave a program participant at a site unsupervised. Contact your supervisor if there is a reoccurring problem with a child not being picked up.

Volunteer Appreciation

Thank you to all our volunteers for giving their time to the City of Mobile. Volunteers are recognized through celebration of National Volunteer Week in April and public acknowledgement.

Evaluation

Volunteers will receive regular feedback and evaluation from their supervisor. In addition, the volunteer is encouraged to regularly communicate their needs and satisfaction of their volunteer experience with their supervisor or the Volunteer Coordinator.

Computer Use

Most volunteers will not have computer access. If computer access is necessary for the volunteer position, e-mail and internet use is limited to business purposes. This means that the City expects staff and volunteers to use e-mail and the internet for business related purposes to research relevant topics, obtain useful business information and to communicate with peers and City specific agencies, companies, forums and ListSers. The City insists that staff and volunteers conduct themselves honestly and appropriately on the internet and respect the copyrights, software licensing rules, property rights, privacy and prerogatives of others, just as they would in any other city dealings. All City policies apply to staff and volunteer conduct on the internet, especially (but not exclusively) those that deal with intellectual property protection, privacy, misuse of City resources, sexual harassment, information and data security and confidentiality.

The Electronic Communications Policy/Internet Usage can be referenced on the City Intranet, please ask your supervisor to access this for you.

Use of City Equipment

No city-owned equipment, vehicles, tools, supplies, machines or other items which the property of the City of Mobile shall be used for personal use by any volunteer.

Disciplinary Action

Volunteers who do not adhere to the Policies and Procedures as well as the Code of Conduct contained in this manual subject themselves to disciplinary action. The normal procedure for violations follows this order:

1. Oral reprimand
2. Written warning
3. Suspension
4. Termination from volunteer position

Considering the seriousness of /the offense, discipline may begin at any step. The above guidelines are not restricted to the Policies and Procedures contained in this manual. A volunteer will not be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff.

Dismissal of a Volunteer

Volunteers who do not follow the guidelines and procedures of this program or the City policies and procedures may be considered for dismissal. Prior to dismissal, the

volunteer will be permitted to discuss the issue with the chain of command. Volunteers will normally be given an opportunity to present their viewpoint prior to dismissal.

There are some circumstances in which a volunteer may be terminated immediately. In the event of a serious case of misconduct, the supervisor may dismiss a volunteer at the time of discovery of the misconduct. This should be followed up by contacting the Department Head and Volunteer Coordinator who will ask the volunteer to meet for further discussion and formal dismissal that includes the return of any City-issued property.

Volunteers may face immediate dismissal under these circumstances:

- Falsifying information on application
- Arriving at work in an impaired state (either from drugs or alcohol)
- Committing a criminal offense (including violence, weapons, sexual, theft, etc.)
- Failure to maintain confidentiality in relation to sensitive material
- Willful destruction of City property
- Gross misconduct of insubordination
- Abuse or mistreatment of participants or co-workers
- Failure to abide by City policies or procedures

A volunteer may appeal their dismissal through the Department's chain of command.

In the event a volunteer is dismissed from service or leaves volunteer services by choice, the Volunteer Coordinator is responsible for ensuring those affected are notified as soon as possible. The volunteer should return all City-issued property to the department coordinator or Volunteer Coordinator.

If a volunteer chooses to resign from service with the City, the volunteer is asked to give advance notice and sit for an exit interview with the Volunteer Coordinator. The exit interview is the volunteer's opportunity to discuss reasons for leaving the program and to give an assessment of their volunteer experience.