



POLICIES AND PROCEDURES MANUAL

SUBJECT Volunteer Policy	DEPARTMENT Administration	DEPARTMENT IDENTIFICATION 1100		
	SECTION 1114	PAGES 1-2	EFFECTIVE DATE 9/17/19	REVISION DATE

1.0 **PURPOSE**

The City of West Allis recognizes, authorizes, and supports the use of volunteers to assist in providing services and programs. This policy contains responsibilities of both the City and volunteers. This policy will assure volunteers are aptly oriented and trained, assignments and job duties are developed, supervision is appropriate to assigned duties, and volunteers are educated about safety and liability to themselves, others, and the City.

2.0 **MISSION**

To utilize motivated citizens to enhance and supplement the productive efforts of City staff and to improve the quality of life of the citizens and the City of West Allis through volunteering.

3.0 **ORGANIZATIONS AND PERSONS AFFECTED**

This policy applies to all City of West Allis departments, boards, commissions, and City employees except employees of the Library, Police and Fire Departments unless otherwise included by City Ordinance or Policy and Procedure.

4.0 **DEFINITIONS**

- a. Volunteer
 A person who provides services or performs duties for and with the express consent of the City under the direction or control of the City, and is not paid and does not expect to be paid a fee, salary, or other compensation for those services or duties.

- b. Volunteer Coordinator
 The City of West Allis Tourism and Events Coordinator will act as the Volunteer Coordinator. In this role, the Volunteer Coordinator will be responsible for recruiting and managing volunteers for a variety of departmental and community event needs. He/she will also coordinate with the respective City Department representative and/or event organizer to ensure the volunteer receives the necessary training and information as assigned.

5.0 **POLICY**

If a Department Head determines there is a need for volunteer services, a brief description of volunteer services needed shall be forwarded to the Communications Department. The description

shall include the activities to be performed, the expected responsibilities, and schedule of days/times and frequency needed.

Volunteers are not intended to replace paid City employees on a permanent basis. A volunteer is authorized to provide services or perform duties for 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 City employee may provide services or perform duties as a volunteer only if done outside of the employee's regular work hours and only upon the employee's own volition. Any City employee who provides services or performs duties in a capacity similar to volunteer must be compensated at their current rate of pay.

Volunteers must be at least 18 years of age unless otherwise authorized by the City Administrator.

a. Application Process

An interested individual shall complete a City of West Allis Volunteer Program application, and any other applicable documents necessary, and return them to the Communications Department. Individuals under age 18 must have parental consent to volunteer.

Individuals applying for a volunteer opportunity are subject to background and record checks by the Police Department or other qualification requirements, as deemed appropriate by the respective Department Head. Volunteers who are inactive for more than one year may be required to reapply and may be subject to a subsequent background check.

b. Orientation, Training, and Instruction

Volunteers shall attend all 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 as needed. A volunteer will perform assigned tasks only after being properly trained.

c. Adherence to all laws and rules

All volunteers are required to adhere to all applicable federal, state, and local laws, City Policy, Procedures, Guidelines, and Department directions. The City will refuse volunteer services from any person who does not meet this requirement.

d. Recognition

The City of West Allis greatly values the work of volunteers and may provide opportunities to recognize volunteers for their service.