



**Administrative Regulations
Office of the Mayor**

**Title: VOLUNTEER WORKER APPLICANT PROCESS
A.R. Number: 4.16 Effective Date: 11/1/2007 Page: 1 of 3
Supersedes: N/A A.R.: N/A DATED: N/A**

I. PURPOSE

The purpose of this administrative regulation is to provide overall guidance and direction to employees engaged in management activities or providing direct or indirect services on the use of volunteer workers in City departments or agencies. This policy also informs volunteers about their responsibilities and expectations while occupying positions of trust in local government.

The volunteer program is designed to provide opportunities for individuals to become involved in City efforts and to assist citizens with various services and needs. The desired result is the proper use and deployment of volunteer workers assisting employees in providing excellent customer services.

II. PROCEDURE

A. General Procedures

Departments and agencies are encouraged to embrace and operate a volunteer program that includes, but is not limited to, the following procedures:

1. Departments or agencies will submit to the Department of Human Resources (DHR) a volunteer position description including a position title, length of the assignment and other relevant information.
2. The Appointing Authority will designate a City employee as Coordinator of Volunteer Services to coordinate, manage and monitor the Volunteer Program.
3. Prepare and maintain signed statements of understanding from volunteer workers agreeing to abide by all relevant City policies, regulations and procedures including those pertinent to the security and non-disclosure of confidential information contained in governmental and citizen records.
4. Develop procedures for ensuring accurate volunteer worker identification and building access and security information.
5. Develop procedures for the appropriate licensure and/or certification of volunteer workers to perform certain professional services, as needed.

B. Volunteer Worker Eligibility Criteria

1. Any person who is at least 18 years of age, without regard to race, color, creed, age, religion, sex, national or ethnic origin, veteran status, or physical or mental disability, with or without accommodation, may apply as a volunteer with the City of Richmond.
2. An applicant must be a citizen of the United States of America (USA) or have obtained a permanent visa for residence in the USA.
3. Individuals who are age 13 or older may be authorized to volunteer in certain situations. Pre-approval by the Director of Human Resources is required prior to considering any volunteer under the age of 18.
4. Criminal conviction records and consumer credit reports shall be considered only as one aspect of the total assessment process except when the position, because of the nature of the work to be performed, must be limited to persons who have no past criminal records or have not been convicted of any related crime.
5. The Volunteer workers shall be subject to the same guidelines as City employees as it relates to City policies, regulations and departmental directives relating to substance abuse in the City's Administrative Regulation # 4053-Substance Abuse.

C. Volunteer Worker Status

1. Volunteer workers shall work in a temporary, unclassified, and unpaid status.
2. Volunteer workers should not assume supervisory responsibilities and duties.
3. The Volunteer Protection Act of 1997 may be applicable to this regulation.



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4. Volunteer workers may perform professional services only when they possess the proper credentials. Evidence of licensure or certification is required prior to job placement, as appropriate.

III. COORDINATION OF VOLUNTEER SERVICES

A. Designation of Coordinator of Volunteer Services

The department or agency Volunteer Coordinator will bear full responsibility for maintaining communication with the Department of Human Resources (DHR) and ensuring compliance with all City policies, regulations and departmental directives.

B. Recruitment and Volunteer Applicant Selection Process

Once a department or agency identifies a need for volunteer workers to perform specific functions, the following recruitment steps should be followed:

1. If a volunteer is not already identified for the position, a request can be made to place an advertisement on the City's website. This advertisement will appear in a separate category for Volunteer Positions Only.
2. An applicant must submit a completed volunteer application.
3. Once a candidate of choice has been selected for the position, the department or agency will notify the candidate in writing of their contingent placement in a temporary and unpaid status based on the results of a pre-placement alcohol and substance detection tests, reference and background check, as appropriate.
4. The Volunteer employment offer shall be subject to the same guidelines as City employees as it relates to City policies, regulations and departmental directives relating to Background Investigations in the City's Administrative Regulation # 4.14 and Substance Abuse- Administrative Regulation # 4053.
5. A copy of the letter from the Appointing Authority confirming a candidate's selection and placement shall be submitted to DHR within 5 business days from the official start date.

C. Use of City Employees as Volunteer Workers

City of Richmond employees are permitted to apply for volunteer service position(s) provided the request is outside the scope of normal paid duties and outside of their regularly scheduled working hours. Each City employee is expected to follow the City's Administrative Regulation as it pertains to Outside Employment. The employee shall obtain supervisory approval prior to beginning any volunteer service.

D. Family Members as Volunteer Workers

Family members of City of Richmond employees are allowed to volunteer.

E. City Vehicles and Other Equipment

1. Usage of City Vehicles
 - a. The Volunteer workers shall be subject to the same guidelines as City employees as it relates to City policies, regulations and departmental directives relating to the usage of city vehicles in the City's Administrative Regulation # 6.2- Motor Pool and City Vehicle Usage.
2. Authorization to Drive a City Vehicle
 - a. Before being authorized to drive a City vehicle, the agency's Volunteer Coordinator shall obtain a copy of the Volunteer's DMV driving record.



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- b. If the DMV driving record is deemed inappropriate, the Volunteer Coordinator shall inform the volunteer that they do not meet the criteria for the specific task because of their DMV record.
- c. Prior to using a City vehicle, agency employees shall obtain authorization from their agency's authorizing representative.
- d. Authorized users shall have in their possession a valid Commonwealth of Virginia Vehicle Operators License and valid Authorized Vehicle Operator card issued by the City of Richmond Risk Management.
- e. Each agency must have on file in the Fleet Management Motor Pool Office the name(s) and telephone number(s) of the individual(s) authorized to grant motor pool vehicle use. Agencies are responsible for advising Fleet Management ASAP of changes to the authorization list.

3. Use of Personal Vehicles

Volunteer workers will not be covered by the City's automobile liability insurance in the event they use their personal vehicles in the performance of work assignments. Volunteers shall not transport clients, volunteers or employees in their personal vehicles during hours of work.

4. Volunteer Use of Electronic Media, Telephones, Wireless Communication Devices and Other Equipment/Services

Volunteers may be granted access to the City's electronic media, telephones and other equipment. The Department of Information Technology's (DIT) standards and applicable administrative regulations shall govern the granting of access codes and passwords to volunteers to logon to electronic media systems (Internet and Intranet), computers, telephones and wireless communication devices. Violation of these standards and regulations could result in the revocation of such privileges as well as more stringent action up to and including separation.

- a. The Volunteer workers shall be subject to the same guidelines as City employees as it relates to City policies, regulations and departmental directives relating to the use of electronic media, telephones, wireless communications and other equipment in the City Administrative Regulation # 2.5- Electronic Media Systems, # 2.1-Telecommunication Services and # 2.2- Wireless Communications Devices Usage.

IV. REGULATION UPDATE

The Office of the Mayor and the Department of Human Resources shall be responsible for modifications to this regulation.

APPROVED:

Handwritten signature of L. Douglas Wilkin in cursive script.

MAYOR