

SERENITY BEHAVIORAL HEALTH SYSTEMS

SUBJECT: Volunteers/Non-Paid Staff
POLICY NUMBER: HR-6.01
EFFECTIVE DATE: February 1998
SUPERSEDES: N/A
LAST REVISION DATE: February 2012

POLICY:

It is the policy of Serenity Behavioral Health Systems (SBHS) to accept applications for volunteers/non-paid staff. It is the policy of SBHS not to discriminate in the selection of appropriate volunteer staff based on age, color, sex, disability, national origin, race, sex (wages), religion, genetics or retaliation.

PURPOSE:

To provide additional support and care to the clients who receive services from SBHS.

PROCEDURES:

- I. Volunteers will be referred to as non-paid staff for the purpose of this policy.
- II. Recruitment of non-paid staff will be based on the needs expressed by individual program directors or managers and will be a coordinated effort with the Human Resources Department. The methods will vary according to the needs of the program.

SELECTION:

- I. All potential non-paid staff must complete the Volunteer Application SBHS Form 307.
- II. The program manager will interview the potential non-paid staff. As a part of the interview process, a job description will be given to and/or discussed with the applicant.
- III. Selection of non-paid staff will be based on appropriate education, experience, and skills needed to perform the duties that are assigned to the applicant.
- IV. If the applicant is selected, a schedule for work and job description outlining the duties and expectations will be negotiated.

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- V. Once the applicant is selected, the program manager must send the original Application Form to the Human Resources Department.
- VI. If an applicant is not selected, the program manager will send the original Application Form to the Human Resources Department with information stating that the applicant was not selected and reason(s).
- VII. If an applicant is not selected, the reason will be communicated to the applicant.
- VIII. The Human Resources Department will maintain a file for all non-paid staff that becomes a member of the SBHS workforce.

Supervision, Orientation and Training

- I. Each non-paid staff will receive the relevant required orientation and training to include CPR/First Aid and CPI. Non-paid staff will also be required to submit to a criminal background check and drug testing.
- II. Regular supervision will be provided to the non-paid worker by their immediate supervisor.
- III. Non-paid staff may not be assigned to work activities or services where they would be alone or isolated from other employees.
- IV. The supervisor will keep an accurate account of time worked by volunteers on the Volunteer Time Sheet SBHS Form 308.

Discontinuation of Volunteer Services

Use of volunteer staff will be discontinued when the staff member has violated the terms of their agreement or job description or has failed to adequately perform their assigned duties with SBHS, at the immediate supervisor's discretion. The supervisor will provide complete documentation of the circumstances leading to the termination to the Human Resources Department.

Steps in Termination

- I. The non-paid staff will be notified of the unsatisfactory performance.
- II. The supervisor will counsel with the non-paid staff regarding performance, to correct the problems.
- III. Written goals will be prepared and presented to the non-paid staff for the purpose of assisting the person with improving their performance.

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IV. If performance remains unsatisfactory, written notice of discontinuance or dismissal will be given to the non-paid staff by the supervisor.

V. When a non-paid staff person is terminated, the immediate supervisor will send written notification to the Human Resources Department.

VI. All non-paid staff must comply with SBHS policies and procedures. Failure to follow SBHS policies and procedures, to treat clients with respect and dignity, or to behave unprofessionally will lead to the discontinuance or dismissal of non-paid staff.

ATTACHMENTS:

- I. Application Form SBHS Form 307
- II. [Volunteer](#) Record of Hours SBHS Form 308

APPROVAL SECTION:

Chief Executive Officer

Date

Committee Chairperson

Date

RESCISSION SECTION:

Chief Executive Officer

Date

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REVIEW SECTION:

Committee Chairperson

Date

Committee Chairperson

Date

Committee Chairperson

Date