



**To Submit a Volunteer Application, Please go on-line to  
[www.themissionkc.org/volunteer.html](http://www.themissionkc.org/volunteer.html)**

## **VOLUNTEER HANDBOOK**

Welcome to the family of volunteers at **The Mission at Kern County (TMKC)**. The purpose of this handbook is to provide guidance and direction to those generously donating their time and/or talents at the Mission. We appreciate your participation and thank you for the positive impact you will have on the lives of those we serve. Hopefully, your life will be equally blessed.

### **Table of Contents**

1. Volunteer Program	Page 2
2. Overview of Volunteer Screening Process	Page 2
3. Rights and Responsibilities of Volunteers and of The Mission at Kern County	Page 3
4. Prohibited Behavior/Conduct	Page 4
5. Policy against Harassment	Page 4
6. Individual Compliance Agreement	Page 5
7. Group Compliance Agreement	Page 5

## **1. Volunteer Program**

### **Definition of Volunteer**

A volunteer is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of TMKC. A volunteer must be officially accepted and enrolled by TMKC prior to performance of the task.

### **Special Case Volunteers**

TMKC also accepts volunteers who are participating in church or student community service activities, student intern projects, corporate volunteer programs and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school or program from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

### **Service at the Discretion of The Mission at Kern County**

TMKC accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Due to the somewhat delicate nature of some guests, **all volunteers may be subject to a background check, at the discretion of TMKC, prior to serving.**

Volunteers agree that TMKC may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency. The volunteer may at any time, for whatever reason, decide to end his/her relationship with TMKC. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor or Supervisor of Volunteer Services.

## **2. Overview of Volunteer Screening Process**

**Before volunteering, volunteers are required to complete the following:**

1. Understand and adhere to the Volunteer Guidelines and The Mission at Kern County Volunteer Handbook.
2. Complete on-line Volunteer Application.
  - The Mission at Kern County has the right to make the decision regarding the best placement of a volunteer.
  - The Mission at Kern County provides only liability insurance for volunteers.
  - The Mission at Kern County does not provide Worker's Compensation for volunteers.
  - Volunteers will not hold The Mission at Kern County responsible for any medical/accidental claims.
  - It is recommended that volunteers carry medical insurance

### **3. Rights and Responsibilities of Volunteers and The Mission at Kern County**

Both volunteers and TMKC have rights and responsibilities. Volunteers are engaged to perform a specific service and TMKC agrees to provide the volunteer with a worthwhile and rewarding experience. In return, each has the right to some basic expectations of the other.

#### **Volunteers have the right to:**

- Be asked for their permission before any job-related reference, police or other checks are conducted.
- Know the purpose and ground rules of TMKC.
- Receive appropriate orientation and training for the job.
- Be provided a place to work and suitable tools for the task.
- Accept and give suggestions and constructive feedback.
- Expect clear and open communication from TMKC.

#### **The Mission at Kern County has the right to:**

- Receive as much effort and quality service from a volunteer as a paid worker, even on a short-term basis.
- To select the best volunteer for the job by interviewing and screening all applicants. This might include reference and police checks.
- Expect volunteers to adhere to their service descriptions/outlines and TMKC's code of conduct.
- Expect volunteers to observe safety and security rules.
- Expect clear and open communication from the volunteer.
- Accept and give suggestions and constructive feedback.
- Release volunteers under certain circumstances.
- Redirect volunteers determined unsuitable or to say no to volunteers.

#### **Volunteers have the responsibility to:**

- Follow TMKC's safety and security rules.
- Follow TMKC's anti-discrimination policy.
- Ensure that confidential information is respected and treated appropriately.
- Respect the rights and dignity of clients and fellow workers and work as a team member.
- Attend designated orientation and training programs offered by TMKC.
- Seek assistance, guidance or information where necessary and give and receive constructive feedback as appropriate, document and submit reports of unusual incidents.
- Fulfill agreed commitments or re-negotiate their commitments if necessary.
- In the course of providing assistance, volunteers may determine this is the type of project that could benefit from an additional partnership with other agencies. Volunteers should let TMKC know if they feel partnering with other agencies would be helpful for the project, and whom they might recommend.

#### **The Mission at Kern County has the responsibility to:**

- Ensure volunteer information is kept confidential and is used appropriately.
- Respect the rights and dignity of volunteers.
- Appreciate volunteers for their continuing commitment and contribution to TMKC.
- Administer and manage the volunteer program in a professional manner.
- Give and receive constructive feedback.
- Allocate resources responsibly.
- Ensure expectations are known at the outset and standards are maintained.
- Endeavor to refer inappropriately allocated volunteers to a service more suitable.
- Release volunteers under certain circumstances, such as when their service is detrimental to the individuals being served at TMKC.

## 4. Prohibited Behavior/Conduct

Due to the severity of the implications of not adhering to the following conduct, non-compliance of any of the following rules of conduct will result in immediate dismissal from TMKC volunteer program.

- Volunteer will not represent The Mission at Kern County without the expressed approval of the Executive Director or member of the senior leadership team. This includes representation at functions and events; form letters to members, volunteers, and/or other board members; donation and/or sponsorship requests, fundraisers; media representation; legal representation; or any other type of representation not pre-approved.
- Volunteer will not conduct any type of event; fundraiser; request for donations, services, supplies, sponsorship, information, and/or assistance of any kind; or any event in the name of TMKC without pre-approval by Mission management.
- Volunteer will not request any type of service, monetary donation of any kind, or item for personal use or benefit by using their role in The Mission at Kern County as their reason for request without pre-approved consent from Mission management.
- Volunteer will not receive any type of personal or monetary compensation for their role at the TMKC.

\*\*\*Volunteers who do not adhere to the rules and procedures of TMKC or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, use of tobacco products on campus, theft of property or misuse of TMKC equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by Mission policies and procedures, failure to meet physical or mental standards of performance and failure to satisfactorily perform assigned duties.

## 5. Policy against Harassment

The Mission at Kern County is committed to maintaining an environment that is free of harassment. In keeping with this commitment, we will not tolerate harassment of its employees, volunteers, or clients by anyone, including any manager, supervisor, co-worker, volunteer, vendor, guest or client. Conversely, any volunteer's harassment of TMKC clients, employees, other volunteers, suppliers, visitors, or anyone else who conducts, attempts to conduct or is solicited for business with TMKC will not be tolerated.

Harassment of any kind whether verbal, physical or visual that is based upon an individual's race, ancestry, national origin, religion, age, disability, sex or sexual orientation is specifically prohibited.

All employees and volunteers are responsible for helping to assure a workplace free of harassment. Employees/volunteers/or guests who believe that they have experienced or witnessed harassment are strongly urged to notify Volunteer Services or any other member of management immediately. TMKC forbids retaliation against anyone who has reported harassment or participated in an investigation. If an investigation confirms that harassment has occurred, TMKC will take appropriate corrective action, up to and including termination.

### Volunteer Services Contact Information

If any problems or questions arise in the course of your volunteering at The Mission at Kern County, please contact: Volunteer Services:

[volunteer@themissionkc.org](mailto:volunteer@themissionkc.org)

(661) 325-0863, ext 219

## **6. Individual Compliance Agreement**

\*Compliance agreement is signed electronically when volunteer submits The Mission at Kern County's on-line volunteer application.

I, volunteer, confirm that I have read the Volunteer Handbook. I understand its terms. I have had the time and opportunity to read and ask questions regarding the Volunteer Handbook and this Agreement. I agree to abide by all rules and guidelines contained within them. By signing this Agreement (when submitting my volunteer application), I am giving up substantial legal rights I might otherwise have, and I confirm I am at least 18 years of age and I have made this agreement knowingly and voluntarily without any inducements.

## **7. Group Compliance Agreement**

\*Compliance agreement is signed electronically when volunteer submits TMKC on-line volunteer application.

As the designated group leader, I, volunteer, confirm that I have read the Volunteer Handbook. I understand its terms. I have had the time and opportunity to read and ask questions regarding the Volunteer Handbook and this Agreement. I agree to abide by all rules and guidelines contained within them. By signing this Agreement (when submitting my volunteer application), I am giving up substantial legal rights I might otherwise have, and I confirm I am at least 18 years of age and I have made this agreement knowingly and voluntarily without any inducements. Furthermore, I agree to insure my group has a thorough understanding of the Mission's Volunteer policies. Also, I agree to provide Volunteer Services a list of my group member's names, addresses, phone number and email addresses before beginning our volunteer assignment.