

Volunteer Handbook

City of Grand Prairie

Volunteer Services
Human Resources Department
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WELCOME!

The City of Grand Prairie's Volunteer Services program focuses on partnering with volunteers to support existing services provided to the community. We are committed to creating the best possible relationship with our volunteers that will contribute to keeping our city successfully focused on our Mission, Values, and Vision.

YOU Make a Difference!

Volunteers represent a cross-section of our community from youth to senior citizens. City volunteers have talents to share and a vision to help make Grand Prairie a great place to **Live Life Grand!**

City's Mission:
To create raving fans by delivering world class service

Values:
Service, People and Integrity

Vision:
To be a world class organization

VOLUNTEER VALUES



THE VALUE GAINED FROM VOLUNTEERING

As you contribute your time and skills, we hope you enjoy your volunteer work and reach the goals you set when you decided to become a volunteer. Some of these goals may include:

- Gaining personal satisfaction by helping others
- Acquiring skills that can lead to new employment opportunities
- Learning about and being an integral part of City government and services
- Making a difference in someone's life
- Knowing that you provide a valuable service to your community

YOUR VALUE TO THE CITY

Our volunteers provide a great resource to our city by:

- Contributing to make Grand Prairie a great place to live, play and work
- Providing resources to supplement city staff in our departments
- Enhancing and expanding services provided to the community
- Giving departments an opportunity to test new ideas and initiate new services
- Promoting understanding of municipal programs and activities within our community

Becoming A Volunteer

We are pleased that you have expressed interest in becoming a volunteer with the City of Grand Prairie! Many departments look at opportunities to utilize qualified and enthusiastic volunteers. The following information outlines the process for volunteering:

Application Process

- Each volunteer must complete an online application. All applicants under 18 years of age must submit a *Parent Consent Form*. All volunteer groups must submit a *Group Liability Waiver*.
- Depending on your assignment, you may be asked to complete a background check and/or driver's license check. ***Volunteers require a background check at least one time every three years to ensure no changes have occurred. Driver license checks will be run as needed.***
- You may also meet with department staff to discuss your potential role further.
- Once you have completed the application process, you will be contacted by the Volunteer Coordinator with the next steps to get started.

Position Descriptions

At placement you will be provided a job description. Your supervisor will explain your duties and responsibilities during your orientation. The discussion will include a review outline of responsibilities and listing of job qualifications. The City's Volunteer Coordinator is also available to answer any questions you may have regarding general policies and procedures.

Orientation and Training

Non-event volunteers receive a general orientation to volunteering with the City of Grand Prairie. You will receive specific, on-the-job training to provide you with the information and skills necessary to perform your assignment. Special event volunteers will be contacted regarding event specific orientations.



VOLUNTEER ASSIGNMENTS

SCHEDULING

Work schedules of volunteers are diverse and varied, depending on the department, program and/or job requirements. Most volunteer shifts are available within the online volunteer management system for volunteers to assign themselves to (www.MyVolunteerPage.com). For departments that do not have online volunteer scheduling, volunteers should work with the department supervisor to set a schedule that is mutually acceptable. If at any time a volunteer cannot make it to his or her assignment on a scheduled day, the volunteer should notify the event coordinator or department supervisor as soon as possible.

RECORDING YOUR HOURS

A valid record of volunteer hours is one of the clearest ways to show the benefits of your volunteer efforts. Volunteers are required to keep track of all service hours. You may log your volunteer hours at www.MyVolunteerPage.com. If you have any questions or difficulties, please contact your department supervisor or the Volunteer Coordinator.

Please note that Volunteer Services cannot sign off on school or work time sheets, or give letters of completion, if your hours are not tracked and approved through the volunteer system.

DRESS CODE

As a representative of the City, volunteers are responsible for presenting a professional image to the public. Volunteers should dress appropriately for the conditions and performance of their duties as well as maintain good hygiene and grooming while working.

PROBLEM SOLVING

Our aim is to maintain harmonious cooperation and productive working relationships between City employees and volunteers. If a problem should arise concerning any condition of your volunteering with the City of Grand Prairie, you should attempt to reconcile the matter with your department supervisor. All volunteers are encouraged to attempt to settle problems or issues requiring attention within the department to which the volunteer is assigned. If this does not resolve the matter satisfactorily, you may contact the City's Volunteer Coordinator for further assistance.

VOLUNTEER RELATIONSHIP



We feel strongly that the relationship between the volunteer and the City of Grand Prairie should be mutually beneficial, helping both the volunteer and the City fulfill their goals. The City makes every effort to ensure volunteers have a positive experience in a considerate environment. Please review the following items that have been put in place for a respectful workplace.

DISCRIMINATION/ HARASSMENT

The City values respectfulness, collaboration and teamwork in the workplace and prohibits any form of discrimination and harassment that would otherwise conflict with these values. Discrimination and harassment of any kind is expressly prohibited and will not be tolerated. Because of the City's strong disapproval of offensive or inappropriate behavior at work, all volunteers must avoid any action, conduct, or behavior which could be viewed as discrimination, harassment or sexual harassment. Any volunteer who believes he or she has been subjected to discrimination or harassment by anyone is strongly encouraged to report the matter promptly to his or her department supervisor. If the immediate supervisor is involved, the volunteer should report the matter to a person higher in the chain of command, the Volunteer Coordinator, the Human Resources Department or to any other City official.

EQUAL EMPLOYMENT STATEMENT

The City of Grand Prairie is an equal opportunity employer. Specifically, the City of Grand Prairie will: (1) recruit, hire, train and promote individuals in all classifications without regard to race, color, national origin, religion, gender, age or disability; and (2) ensure that all personnel practices and programs, including but not limited, to compensation, benefits, transfers, training, terminations and discipline will be administered in accordance with this equal opportunity policy. Any communications from an applicant for employment, an employee, an agency or attorney concerning any equal opportunity matter should be referred to the City's Human Resources Department. These same terms apply to volunteers.

WORKPLACE SECURITY

The City of Grand Prairie promotes a safe work environment for all. The threat of violence or any violent act within the workplace is in no way permitted. All threats or acts of violence will be taken seriously and acted upon. Your personal safety is of paramount importance. We never want to put our volunteers in harm's way. If you feel the situation is unsafe in any way, please remove yourself from the danger. Site supervisors are expected to educate volunteers and enforce safety rules. You should receive training before using equipment that is new to you - please request this training. Safety is everyone's responsibility.



END OF VOLUNTEER ASSIGNMENT

If you need to end your volunteer relationship with the City, please tell your immediate department supervisor or the City's Volunteer Coordinator with as much advance notice as possible. All City property such as an identification badge or building access card must be returned at that time. If desired, you may request copies of your volunteer profile to use in any future affiliation with the City. The City of Grand Prairie accepts the services of all volunteers with the understanding that such service is at the sole discretion of the City. At any time and for whatever reason, the City of Grand Prairie may decide to terminate a volunteer's relationship, just as the volunteer may at any time and for whatever reason decide to end his/her relationship with the City.

REFERENCES

Many employers recognize the value of a volunteer's experience. A winning resume often includes volunteer responsibilities. The City's Volunteer Coordinator and your immediate supervisor may write a letter of reference, upon request, after you complete your assignment.

CITY STANDARDS

Every volunteer is considered a valued and important member of the City of Grand Prairie team. The following are some parameters that have been set to help guide volunteers while in service with the City.

ETHICAL STANDARDS

The City of Grand Prairie strives to offer world-class service to the community by understanding expectations and providing efficient and effective services. The City conducts its business with the highest standards of ethical conduct. All employees and volunteers are expected to maintain the same standards of personal integrity, truthfulness and fairness in carrying out their duties.



STANDARD OF CONDUCT

As a volunteer for the City, you directly affect the community. In an effort to maintain the City of Grand Prairie's high standard of world-class service, volunteers must adhere to the following **Standard of Conduct**:

> It is the policy of The City of Grand Prairie that employees and others working at the City conduct themselves in an ethical manner in all aspects of volunteer or work-related activities. At the City of Grand Prairie, our core values include people, service and integrity. This means, among other things, that we operate with integrity, are accountable for our actions, and treat all people with respect. Putting these principles into practice requires careful thought and judgment. It is expected that every employee and all other persons working for the City of Grand Prairie will behave and think ethically in their work and apply careful thought and judgment to all business matters.

CONFLICT OF INTEREST

The City has a legal obligation to operate in the best interest of the community. If you have an affiliation or financial interest with an organization that may present a conflict with that objective, please disclose that conflict to the City's Volunteer Coordinator. Refrain from being involved in any decision-making process

relating to the other organization. In addition, do not knowingly take action or make any statement intended to influence the conduct of the City in such a way as to confer any financial benefit on a person or corporation or entity in which you have a significant interest or affiliation.

ELECTRONIC COMMUNICATIONS/ COMPUTER/ SOCIAL MEDIA

Volunteers must use Technology and all City communication systems in a lawful, ethical, and professional manner. The IT system should be used to transmit information for City business only.

Photographs or video should not be taken or used without written consent of subjects. Volunteers are expected to use social media responsibly, and should not post disparaging or defamatory statements about the City, staff, volunteers or City programs.



CONFIDENTIALITY

As a volunteer, you may hear, receive or see confidential information, and must agree to protect the privacy and security of confidential information at all times. Access confidential information to the minimum extent necessary for your assigned volunteer duties and only disclose such information to persons authorized to receive it. Any sensitive or proprietary materials you come in contact with are considered strictly confidential.

PUBLICITY

All media inquiries regarding the City of Grand Prairie and its operations must be referred to the Communications & Marketing Department. No volunteer, unless specifically designated, is authorized to make public statements on behalf of the City, its departments, programs, etc.

Volunteer Rights and Responsibilities

As a volunteer you have the right to expect:

- Meaningful and challenging assignments
- Clear and specific directions
- Ongoing training and supervision, as needed
- Recognition of accomplishments
- Feedback and suggestions from supervisors

As a volunteer, it is your responsibility to:

- Perform assignments effectively
- Report for duty promptly and remain dependable
- Notify supervisor when unable to report
- Participate in training and accept supervision
- Provide feedback to supervisor
- Maintain confidentiality
- Observe city and department policies and procedures





For more information and opportunities contact us or check out our website!

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