

2915 CITIZEN AND VOLUNTEER INVOLVEMENT

Chapter: **Workforce Development**

Section: **Volunteers and Interns**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive:

Approved:

Effective Date: **August 8, 2009**

Scheduled Review Date:

William W. Fenniman, DJJS Director

Related Statute(s): [RSA 621](#) and [RSA 621-A](#)

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s):

Bridges' Screen(s) and Attachment(s):

The Division shall seek out and encourage voluntary citizen involvement in our programs for the purpose of increasing personal contacts for juveniles, broadening community support and resources for our programs, and increasing public awareness of the juvenile justice system.

Purpose

The purpose of this policy is to establish guidelines for recruiting, screening, training and supervising volunteers and interns.

Policy

Requests for citizen involvement and/or internships may come from several different sources. It is important to refer all citizen and/or intern requests to a central person so that consistency in selection, training and monitoring can be ensured. The Director will appoint a Volunteer Coordinator who will plan, coordinate and oversee the volunteer program. The Volunteer Coordinator will work with the Bureau Chiefs, managers and/or supervisors to ensure the volunteer and/or intern is assigned to the appropriate function and mentor.

- I. Volunteer Coordinator: The Volunteer Coordinator should be qualified to coordinate the volunteer services program through previous training and/or experience.
- II. Recruitment: The Director or designee in conjunction with the Volunteer Coordinator will recruit, screen and select volunteers, interns, and contributors for the Division. When requests for volunteer and/or internship opportunities are made they will be directed to the Volunteer Coordinator.
 - A. Division staff should be encouraged to routinely participate in active recruitment efforts.
 - B. Recruitment efforts will be directed to all cultural and socio-economic segments of the community and should include civic organizations, churches, educational institutions, and individuals.
 - C. The Volunteer Coordinator will review all prospective materials that are intended for presentation to Division clients to assure they are age-appropriate, non-discriminatory, and consistent with the Division's mission and policies and with the goals of the program.
- III. Eligibility: Any person of good character who is at least 18 years of age will be eligible to apply as a volunteer or intern. Persons who are under 18 years of age may be eligible to apply if authorization is obtained from the Director.

- A. Ex-offenders may be accepted as volunteers/interns subject to the same criteria that would be required if they were seeking employment with the Division.
 - B. Any person interested in volunteering/interning with the Division to recruit members for another organization, group, cult, gang, or sect will not be accepted as a volunteer.
 - C. If rejected, an applicant will be informed of the reason(s); however, no appeal process is available to volunteer/interns.
- IV. Application: When a potential regularly scheduled volunteer or intern has been identified, he or she will be referred to the Volunteer Coordinator to make a formal application for volunteer service (form).
- A. Each potential volunteer/intern shall complete a screening process prior to being selected as a volunteer/intern. At a minimum, each potential regularly scheduled volunteer and intern will undergo the following:
 - 1. Criminal history investigation and child abuse registry check. Any costs associated with such checks will be paid by the volunteer and/or intern.
 - 2. Submit evidence of a negative TB test (Residential Services).
 - B. Volunteers who provide a service on a one-time basis will be required to undergo a criminal history investigation. The Director may grant an exception on a case-by-case basis.
 - C. All volunteers and interns, both regularly scheduled and those who provide service on a one-time basis will sign the Visitor Search Consent Form. Volunteers and interns will only be required to sign the Visitor Search Consent Form once, not with every visit.
- V. Orientation: Prior to assignment and as a condition of service, each regularly scheduled volunteer and intern will successfully complete an orientation appropriate to the nature of the assignment. The Volunteer Coordinator will maintain documentation of the orientation in the individual's volunteer and/or intern's file. The volunteer coordinator will ensure the following is completed as part of the orientation:
- A. Inform volunteers and/or interns of all rules and procedure relevant to their function.
 - B. Assure that volunteers and/or interns understand the term of their service and their specific tasks, responsibilities, and authority.
 - C. Ensure all volunteers and/or interns agree, in writing, to abide by the Division's policies, particularly those relating to security and client confidentiality, prior to entry into the volunteer services program.
 - D. Ensure the Volunteer Agreement form is complete.
 - E. Ensure the Visitor Search Consent Form is complete.
- VI. Assignment: The volunteer coordinator, working with the bureau chief, managers and supervisors, will assign volunteers and/or interns to functions based upon their interests, capabilities and qualifications. All volunteers and/or interns will be assigned to a mentor who is a full time employee. Mentors will supervise volunteers and/or interns. The following will apply to all volunteers and/or interns:

- A. Volunteers/interns will not operate state vehicles.
 - B. Volunteers and/or interns may provide professional services only when certified and/or licensed to do so.
 - C. Volunteers and/or interns will not escort youth away from the SYSC facility.
 - D. Identification cards will be issued to regularly scheduled volunteers and interns. The card will include the person's name and volunteer status.
 - E. When deemed necessary, volunteers and/or interns may be requested to submit to a search of their property and person using the same procedures that are in place for staff.
 - F. At no time will any volunteer and/or intern be left alone with any client. Mentors will maintain at least an eye-to-eye contact at all times with their volunteer and or intern.
- VII. Supervision: The volunteer coordinator will directly supervise the volunteer program and will coordinate the direct supervision of all volunteer and/or interns with the bureau chief, manager and/or supervisor.
- A. The Director or designee and the volunteer coordinator will approve, control, and coordinate the activities of the volunteers and/or interns.
 - B. The Director or designee will approve all mentors.
 - C. All volunteer and/or interns will be assigned to a mentor. The mentor will serve as their direct supervisor and will:
 1. Provide an orientation to his or her specific assignment.
 2. Inform the volunteer and/or intern of their expectations, including what areas, if any, the volunteer and/or intern may make personal and final decisions.
 3. Recognize and demonstrate an appreciation of the accomplishments of the volunteer and/or intern.
 4. Facilitate opportunities for the volunteer and/or intern to grow and to advance to more responsible positions.
 5. Share relevant information with the volunteer and/or intern to assist him or her in the completion of the assignment.
 6. Facilitate the opportunity for the volunteer and/or intern to make suggestions and to participate in the development of policies and procedures for the volunteer services program.
- VIII. Large Group Presenters: When a group of more than 3 persons visits the facility to present a program, the Director of designee will approve the visit. Criminal history investigations will not be required. However, each presenter will be required to sign the Visitor Search Consent Form and the Volunteer Agreement. All large group presentations shall be reviewed by the Facility Administrator or designee for safety and security assessment prior to any presentation

- IX. Contributors: The Director or designee will screen and approve all contributors and contributions. Contributors will not be required to submit to a criminal history investigation. Contributors will not have any contact with the youth at any time.

- X. Records: The Volunteer Coordinator will maintain a separate record for each volunteer and intern that includes the Criminal History Investigation clearance form, Application, Agreement, and any training documents. These records will be maintained by the Volunteer Coordinator for a minimum of 3 years after the volunteer or intern no longer provides a service. The Volunteer Coordinator shall develop and maintain an up-to-date computerized list of all volunteers who are approved to serve with the Division. The computerized list shall:
 - A. Be updated regularly.
 - B. Include the following information about each volunteer:
 - 1. The volunteer's name, address, and telephone number.
 - 2. The name of the volunteer program.
 - 3. The level of facility access.
 - 4. The dates of attendance.
 - C. Include space for notes about the volunteer.

- XI. Youth Education: Youth will receive information about volunteer services from the student handbook. This information will help them understand the role of the volunteers and interns, the limits of their authority, and the mutual responsibilities of the youth and the volunteer/intern before a working relationship is initiated.

- XII. Discontinued Services: The Director or designee will curtail, postpone or discontinue the services of a volunteer, volunteer organization, intern or contributor when substantial reasons for doing so exist. Such reasons may include, but not be limited to:
 - A. Breach of confidentiality
 - B. Unlawful conduct or breach of Division rules and regulations.
 - C. Physical or emotional illness.
 - D. Inability or unwillingness to cooperate with the Division staff.
 - E. Engaging in activities that threaten the safety, order or security of the SYSC or the safety of the volunteer, intern, contributor or others.
 - F. Erratic, unreliable attendance.
 - G. Unsatisfactory services.
 - H. Discontinuance of the service and/or program area.

- XIII. Deny Access: Division staff has both the authority and responsibility to deny any volunteer, intern or contributor access to the SYSC or District Office whose presence is believed to jeopardize the order, security or safety of the program. If possible, the staff should notify the bureau chief or

senior manager in charge for approval prior to taking this action. The person taking such action will submit a written report to the Director outlining the circumstances and conditions that required the action. The Director will affirm or rescind the action and determine the conditions of reinstatement, as appropriate.

- XIV. Condition of Service: Volunteers, interns and contributor serve at the pleasure of the Director. No appeal process will be available in the case of termination of services.