



# **Volunteer Program Manual**

**Established July 2012**

<b><u>Contents</u></b>	<b><u>Page</u></b>
<b>VOLUNTEER PROGRAM: NOTE TO VOLUNTEERS</b>	<b>3</b>
<b>VOLUNTEER QUALIFICATIONS</b>	<b>4</b>
<b>PROGRAM COORDINATION</b>	<b>5</b>
<b>VOLUNTEER PROGRAM PROCEDURES</b>	<b>6</b>
<b>COMPLIANCE WITH LAWS, REGULATIONS, AND ORDERS</b>	<b>8</b>
<b>VOLUNTEER RECOGNITION</b>	<b>11</b>
<b>BEFORE ACCEPTING A VOLUNTEER ASSIGNMENT</b>	<b>12</b>
<b>GREAT EXPECTATIONS!</b>	<b>13</b>
<b>VOLUNTEER FORMS</b>	<b>14</b>
<b>VOLUNTEER APPLICATION</b>	<b>15</b>
<b>VOLUNTEER SERVICES AGREEMENT</b>	<b>17</b>
<b>VOLUNTEER MANUAL &amp; ORIENTATION ACKNOWLEDGEMENT</b>	<b>18</b>
<b>RELEASE OF LIABILITY &amp; ASSUMPTION OF RISK</b>	<b>19</b>
<b>SAMPLE VOLUNTEER TIME SHEET</b>	<b>20</b>
<b>VOLUNTEER POSITION DESCRIPTIONS</b>	<b>21</b>
<b>SAMPLE VOLUNTEER EVALUATION</b>	<b>34</b>

## **VALUED VOLUNTEERS**

Thank you for your interest in the Jurupa Community Services District's Volunteer Program!

The Jurupa Community Services District initiated its Volunteer Program as a means of providing volunteer opportunities for youth, adults, and seniors. The Volunteer Program is coordinated by the District's Parks and Community Affairs Department.

The Volunteer Program's mission is to place volunteers in District facilities and in District-run programs to expand and enhance the services provided to the residents of the service area. The volunteer's role is to benefit the community by assisting District staff and enhancing District services. Volunteers should enjoy a satisfying service experience while helping the District improve the lives of its residents.

### **Definition of a Volunteer**

"Volunteer means any person who, of his/her own free will, provides goods or services, without financial gain..." (Government Code Section 3111).

### **The Volunteer Program seeks to:**

- Provide opportunities for volunteers to actively participate in, and make meaningful contributions to, the community.
- Provide volunteers with a positive service experience that, in turn, benefits the community.
- Expand and improve District services to the community.
- Build public awareness of the operation of local government.
- Develop closer ties with the community.
- Increase the effectiveness of District staff.

The District seeks volunteers who relate well with others, demonstrate a positive attitude, and are interested in providing service to the residents of the service area. Volunteers, like staff, are expected to provide high quality customer service. A customer includes everyone a volunteer comes in contact with, including residents, program/event participants, other volunteers, and staff.

By practicing good public relations, volunteer assignments will be enjoyable and rewarding. Always go out of your way to be courteous to the public and to your fellow team members. A courteous manner promotes favorable public relations and a cooperative work environment.

Residents often look to volunteers for assistance and their first impression of the Jurupa Community Services District may depend on you!

# VOLUNTEER QUALIFICATIONS

## Minimum Qualifications

All volunteers must be at least 13 years of age however, depending on the program worked, various age limits apply. Volunteers as young as 11 years old may volunteer as part of an organized youth group, such as a scout group or school youth group, as long as the group is supervised by an adult. Volunteer activity must be age appropriate as determined by District staff.

Volunteerism creates an opportunity for residents to have direct involvement in their own neighborhood and community. In an effort to create a sense of community pride, the District strives to recruit volunteers who live within the JCSD service area; however, individuals living in other areas are also welcome to volunteer with the program.

### **The following is required before individuals are accepted into the Volunteer Program:**

1. Complete a Volunteer Program Application (Applications available at the front desk of the JCSD office and on the District website at [www.jcsd.us](http://www.jcsd.us))
2. Be interviewed by the Volunteer Coordinator or his/her designee
3. Attend a volunteer orientation
4. Complete and sign a *Volunteer Services Agreement*
5. Sign a *Volunteer Manual and Orientation Acknowledgement*
6. Sign *Release of Liability and Assumption of Risk* (or if under 18 years old have form signed by parent or legal guardian)
7. Be fingerprinted
  - a. All volunteers working with children **must** be fingerprinted.
  - b. Volunteers applying for volunteer internships **must** also be fingerprinted.
  - c. Fingerprints are valid as long as a person continues to volunteer within the District. Should a volunteer no longer wish to volunteer for the District their file will be declared inactive. If a volunteer later wishes to return they must reenter the volunteer application process and be fingerprinted again.

## **PROGRAM COORDINATION**

A Jurupa Community Services District Parks Department Coordinator is responsible for overseeing the Volunteer Program. This individual is responsible for recruiting, screening, and referring volunteers to District programs and activities. The program coordinator acts as the main point of communication between volunteers and staff. This role includes assisting staff with filling a volunteer position and working with volunteers to determine the desired volunteer assignment. The Coordinator and District staff strives to keep volunteers informed throughout the year of upcoming volunteer opportunities. Supervision and evaluation of volunteers is important to ensure adequate training is provided and to verify satisfactory conduct and performance. The degree to which JCSD supervises and evaluates volunteers will be based on the length of the volunteer's activities of interest.

Volunteer assignments take into account interests, abilities, and vocational goals. Assignments are made based on the needs of District programs and events.

The District recognizes and applauds the volunteer efforts of various individuals and organizations in the local community. The District's Volunteer Program works cooperatively with existing volunteer agencies, service clubs, and church groups.

Please do not hesitate to contact the Coordinator at any time during your volunteer service. The Coordinator can be reached by calling (951) 685-7434 or by e-mail at [info@jcsd.us](mailto:info@jcsd.us). The Coordinator's office is located in the Parks and Community Affairs Department on the second level of the Jurupa Community Services District Building, located at 11201 Harrel Street, Mira Loma.

### **Site Supervisor**

The site supervisor oversees the program or activity in which a volunteer has been assigned to work and is the individual that the volunteer should first come to with a question, problem, or concern. The site supervisor is responsible for volunteer training, scheduling assignments, and providing on-site supervision.

# **VOLUNTEERS PROGRAM PROCEDURES**

## **Volunteer Assignment and Schedule**

The Coordinator will make every effort to place volunteers with desired assignments based on availability. Duties and hours may vary depending on the program or activity.

All volunteer assignments and schedules will be mutually agreed upon by the District and the volunteer.

## **Identification**

If a volunteer identification or name badge is issued, it should be worn whenever on duty.

## **Timesheets**

Timesheets are provided for volunteers to sign in and out when reporting for a scheduled assignment. Accurate and up-to-date records are important to both the District and the volunteer as this information is used for purposes of volunteer recognition and Volunteer Program reports.

## **Facility Regulations**

- Volunteers are to use the public facility entrances to report to their assignment.
- Volunteers who work with children should always work in areas in sight of staff.
- Volunteers are welcome to use staff break and restroom facilities; see the Site Coordinator for locations.
- Due to the recognized danger to the health of smokers and non-smokers alike, smoking in all District facilities shall be prohibited at all times except in designated areas. For the purpose of this document, smoking shall include cigarette, cigar, or pipe smoke, or any other like substance, lighting such a substance, and/or carrying a burning pipe, cigar, cigarette, chew, or like substance of any kind.
- Volunteers should avoid personal phone calls, visits, or other interruptions while on duty. If someone should need to reach a volunteer on duty, they should be advised to identify the individual as a volunteer. District staff members may not be familiar with all volunteers by name.

## **Customer Service**

When addressing a customer in person, remember to:

- Listen actively to determine the customer's needs
- Always remain calm, courteous, and professional
- Show you care by making the customer feel important
- Make the extra effort to help the customer solve his/her problem
- Maintain eye contact and focus attention on the customer
- Be aware of personal appearance and gestures
- Be sure to smile
- If unable to help the customer, refer them to the Parks Department

## Telephone Manner

Volunteers may be assigned to positions that require assistance with answering telephone calls.

The following guidelines are important because a volunteer's telephone manner often forms an impression of District operations.

- When telephoning, be courteous, use the name of the other person on the line, end the call graciously, and hang up gently.
- When answering the telephone, always answer the phone within three rings, greet the caller pleasantly, identify the office and yourself, and apologize for any delays. Try to determine the customer's needs and inform the customer how you will be meeting these needs.
- When transferring a call, explain why the call must be referred to another person and stay on the line until the transfer is completed. Explain the customer's needs to the individual receiving the transfer so the customer does not have to repeat the information.
- If taking a call for someone who is unavailable, take a written message and be sure to promptly deliver it to the individual receiving the call. Finally, be sure to thank the customer for calling.

Always keep in mind that treating the customer with respect will go a long way in helping you carry out the District's mission.

## COMPLIANCE WITH LAWS, REGULATIONS, AND ORDERS

### General Information

- Volunteers shall not knowingly violate any Federal statute, State law, or Local ordinance.
- Volunteers shall conform to, and abide by, the JCSD Volunteer Program Manual.
- Volunteers shall obey and properly execute all lawful orders issued by any supervisor who is acting in an official capacity.
- Volunteers who violate rules, regulations, or policies of the District or Parks and Community Affairs Department, or who commit any misdemeanor or felony, shall be subject to dismissal. The commission or omission of any other act, contrary to good order and discipline, shall also be subject to disciplinary action.
- Volunteers arrested for any offense, other than an infraction under the Vehicle Code, shall promptly notify the Coordinator and provide him/her with the facts regarding the arrest.
- Volunteers shall not appropriate any District property for their own use.

### Reassignment/Termination

Volunteer placement with a District program, event, or service is not considered permanent. Should a volunteer desire a reassignment, he/she should contact the Coordinator. Volunteers are asked to give as much notice as possible if resigning or interrupting a volunteer assignment for an extended period of time.

A volunteer may be subject to disciplinary action if he/she does not meet basic program standards established in this Volunteer Program manual, service agreements, and position descriptions. The District utilizes “progressive discipline”, whereby discipline will become more severe in the case of repeated violations of volunteer requirements.

According to the severity of the offense, and any prior violation history, disciplinary actions may include, but are not limited to, the following:

- Verbal reprimand
- Written reprimand
- Suspension
- Dismissal from the Volunteer Program
- Arrest and prosecution

Either the Site Supervisor or Coordinator has the right to terminate any volunteer arrangement.



## **Employment**

The Jurupa Community Services District has no obligation to place, interview, or hire a volunteer for any paid position.

## **Health and Safety**

The Jurupa Community Services District is concerned about your health and safety. Cal-OSHA regulations are in effect. Regular inspections of all District facilities are conducted to ensure compliance with regulations that guarantee safe working conditions for volunteers.

Volunteers should immediately report to their Site Coordinator every incident of injury or damage to public or private property, regardless of severity.

Volunteers are also asked to immediately report illnesses, unsafe conditions, safety hazards, unsafe equipment, and/or unsafe practices by others in the workplace.

All District volunteers are responsible for contributing to workplace safety by:

- Observing safety rules and regulations at all times
- Exercising maximum care and good judgment at all times to prevent accidents and injuries
- Keeping work areas clean, orderly, and free of hazards
- Asking supervisors for instruction prior to performing new tasks or using new equipment
- Dressing in attire suitable for performing the job
- Promoting safety among other volunteers and employees, communicating safety information, and aiding new volunteers in developing safe work habits
- Correctly lifting and properly handling materials. At no time should a volunteer lift an object over 50 pounds on his or her own without assistance
- Notifying your supervisor before the beginning of the workday when taking prescription medications, which may cause reactions such as drowsiness, fatigue, dizziness, impaired vision, or judgment
- Knowing the location of fire extinguishers in your work area
- Avoiding horseplay and refraining from distracting others

## **Drug and Alcohol Policy**

The possession or consumption of alcohol or unlawful possession of drugs during a volunteer shift or while engaged in District business at any time is strictly prohibited. This includes all forms of alcohol, narcotics, depressants, stimulants, hallucinogens, marijuana, and any other substances.

Volunteers taking prescribed or over-the-counter drugs that may affect job performance or behavior must advise the Coordinator that they are taking such drugs for medical reasons.

The District intends to provide a working environment that is safe and free from the use of drugs and/or alcohol. The use of controlled substances is inconsistent with the behavior expected of volunteers, and subjects all employees, volunteers, and visitors to our facilities to unacceptable safety risks. Use or possession of illegal substances will result in immediate termination of volunteer status.

### **Harassment and Discrimination**

The District is committed to providing a work environment in which all individuals are treated with respect and dignity, free of discrimination. Each individual has the right to work in a professional environment that promotes equal opportunities and prohibits discriminatory practices, including sexual harassment.

The District expressly prohibits any form of harassment based on race, color, religion, sex, national origin, age, marital or veteran status, the presence of a medical condition or disability, or any other legally protected status.

### **Political and Religious Discussion**

Volunteers, while representing the District, shall not engage in political or religious discussions. They shall not speak disparagingly of the nationality, color, creed, or belief of any person.

### **City Vehicles**

Volunteers may not drive District vehicles under any circumstances.

### **Gifts and Favors**

Volunteers, individually or collectively, shall not solicit or accept any gift, reward, fee, loan, or gratuity for services rendered or for the performance of their duties.

Volunteers shall not use their position to seek free admission to places of amusement, sporting events, etc. and shall not solicit free meals or transportation, or any other favors or gratuities that would not ordinarily be afforded by private individuals.

### **Tax Deductions**

Some expenses related to volunteering are deductible if an individual files Form 1040 and itemizes deductions on Schedule A. Since tax laws change every year, it is best to consult one's own accountant or the *IRS Publication 526--Charitable Contributions* for current information.

## **VOLUNTEER RECOGNITION**

Volunteers are important to the Jurupa Community Services District and, in an effort to recognize the tireless efforts of volunteers; recognition is an important component of the Volunteer Program. Recognition may take many forms, depending on the nature of the volunteer roles. Recognition could include an individual certificate of appreciation, acknowledgement posted on the agency website, to personal recognition at a district-wide special event or banquet. Certain assignment areas may hold social and recognition events throughout the year to honor their volunteers.

### **Shining Stars Event**

Volunteers who have given at least 300 hours of service to the District in the previous calendar year may be recognized at the Shining Stars event held annually. The event recognizes individuals and organizations that contribute time and energy to making a difference in their community.

Nominations for the Shining Stars event are accepted in the following award categories: Youth; Adult; Senior; and Organization. Award recipients may be recognized in each of these categories for their leadership, innovation, spirit of service, and initiative. Special awards can be given to recognize volunteers who have demonstrated significant Lifetime Achievement and Corporate Responsibility. A Medal of Valor award is also available to recognize a person or organization that has performed an act of extraordinary valor, heroism, or unselfishness in the service area.

Volunteers who have completed service or activities in the District within the past 12 months are eligible for nomination. Individuals or groups who received the award in the past are not eligible to receive an award in the same category for two years. Nominees and award recipients are honored at a reception, hosted by the District.

Residents are encouraged to nominate individuals and organizations that deserve recognition. Nomination forms may be picked up at the front desk of the JCSD office and are also available at [www.jcsd.us](http://www.jcsd.us). Forms must be submitted by the designated deadline.

## BEFORE ACCEPTING A VOLUNTEER ASSIGNMENT

- **VISIT THE LOCATION** before making a commitment. Get a sense of the staff, clients, and overall environment of the volunteer location.
- **BE REALISTIC AND CLEAR** about the volunteer time commitment. It is easier to start small and increase the time commitment than to back out because of an overwhelming schedule.
- **FIND OUT THE AGENCY'S PURPOSE** and how the role of the volunteer fits into that purpose. Sometimes, what may seem an insignificant contribution makes all the difference to those being served.
- **ASK FOR A JOB DESCRIPTION** of volunteer work. It helps decide if the work is an appropriate "fit," and provides a set of standards or expectations when beginning a volunteer assignment.
- **ASK ABOUT TRAINING** and/or supervision. Will the necessary support be provided to be successful?
- **VOLUNTEERING SHOULD BE AN OPPORTUNITY** for personal and professional growth. Request an evaluation of volunteer work performance, or a letter of recommendation, and list quality volunteer service as a future work reference.
- **ENTHUSIASM IS THE KEY.** Be excited about a program!
- **GO FOR IT!** Volunteering requires no special degree or prior experience. It is simply a willingness to want to help. The rest will take care of itself.

## **GREAT EXPECTATIONS!**

### **What the District expects of volunteers:**

1. To adhere to the same rules, regulations, and standards as paid staff.
2. To be prompt and reliable in reporting for duty. If you are unable to report as scheduled, please notify your site supervisor as early as possible.
3. To work a determined number of hours according to a mutually agreed upon schedule.
4. To complete time sheets in order to keep an accurate record of hours served.
5. To attend orientation and training sessions as provided.
6. To treat the public and fellow workers honestly and politely at all times.
7. To consult with the site supervisor before assuming any new responsibilities.
8. To protect confidential information and exercise good judgment, remembering that you are seen as a representative of the Jurupa Community Services District.
9. To say NO if you cannot or do not wish to volunteer for something.

### **What is expected of District staff:**

1. To provide adequate orientation and training to prepare the volunteer for a successful service experience.
2. To be prepared for the volunteer to work. This includes providing proper supervision, supplies, and workspace.
3. To treat the volunteer as a respected member of the work team.
4. To keep volunteers informed of any changes in policies or procedures.
5. To maintain accurate records of volunteer hours and service.
6. To provide recognition and show appreciation for the contributions of the volunteer on an on-going basis.

# **VOLUNTEER FORMS**

**Volunteer Application**

**Volunteer Services Agreement**

**Volunteer Manual and Orientation**

**Release of Liability and Assumption of Risk**

**Sample Volunteer Time Sheet**

**Sample Volunteer Evaluation**

# VOLUNTEER APPLICATION

## *Jurupa Community Services District*

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### Personal Information (please print):

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Male \_\_\_\_ Female \_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ E-mail address: \_\_\_\_\_

Home Phone #: \_\_\_\_\_ Alternate Phone #: \_\_\_\_\_

Do you have transportation? Yes \_\_\_\_ No \_\_\_\_

Please list any physical limitations: \_\_\_\_\_

In addition to English, please list any languages spoken: \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

Please tell us briefly why you wish to volunteer and how you can contribute to the Jurupa Community Services District:

\_\_\_\_\_

### School Information:

Are you volunteering for school credit? Yes \_\_\_\_ No \_\_\_\_

If yes, how many hours do you need? \_\_\_\_ By what date do the hours need to be completed? \_\_\_\_

In conjunction with a club/organization? Yes \_\_\_\_ No \_\_\_\_

If yes, name of club/organization: \_\_\_\_\_

### Availability:

Total number of hours per week that you'd like to volunteer: \_\_\_\_\_

On the following days, please indicate the hours that you are available:

MONDAY \_\_\_\_\_  
TUESDAY \_\_\_\_\_  
WEDNESDAY \_\_\_\_\_  
THURSDAY \_\_\_\_\_

FRIDAY \_\_\_\_\_  
SATURDAY \_\_\_\_\_  
SUNDAY \_\_\_\_\_

*The Jurupa Community Services District considers volunteer applicants for all positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, the presence of a medical condition or disability, or any other legally protected status. Individuals must be 13 years of age or older to participate in the Volunteers in Action program.*

**In order to better match you to volunteer opportunities, please indicate your interests and your skills.**

**Volunteer activities of interest:**

**Parks Department**

- ☐ Project Volunteer (ages 16+)
- ☐ Homework Club Tutor/Kids Zone Program (ages 16+)
- ☐ Senior Mentoring Program (ages 50+)
- ☐ Special Events (16+)
- ☐ Survey Volunteer (ages 16+)
- ☐ Tiny Tot Reading Program (ages 18+)
- ☐ Volunteer Intern (ages 18+)
- ☐ Youth Basketball Coach (ages 18+)
- ☐ Youth Volleyball Coach (ages 18+)
- ☐ Youth Soccer Coach (ages 18+)
- ☐ Youth Baseball Coach (ages 18+)
- ☐ Youth Softball Coach (ages 18+)
- ☐ Youth Sports Assistant Coach (Ages 16+)
- ☐ Bulk Mail & Flyer Volunteer (ages 18+)
- ☐ Facility Greeter (ages 18+)

**Safety / Security**

- ☐ Neighborhood Watch Volunteer (ages 18+)
- ☐ Graffiti Cleanup
- ☐ Park Watch
- ☐ Green Team Program
- ☐ Adopt-A-Park Program

**Special Skills You Have to Offer:**

- ☐ Minor Carpentry
- ☐ Clerical Skills
- ☐ Clerical (filing, answering phones, etc.)
- ☐ Computers
- ☐ Landscape & yard projects
- ☐ Painting
- ☐ Translator
- ☐ Teaching Skills
- ☐ Other \_\_\_\_\_

**Miscellaneous**

- ☐ Other \_\_\_\_\_

**If you are registered with other volunteer groups, please list:**

\_\_\_\_\_

Return to:

**Jurupa Community Services District  
11201 Harrel Street  
Mira Loma CA 91752  
(951) 685-7434**



# Volunteer Services Agreement

The Jurupa Community Services District accepts \_\_\_\_\_ into the Volunteer Program. The program supervisors will ensure each volunteer's experience is productive, fun and rewarding. This agreement addresses the commitments made by both the District and the Volunteer.

## **I. Jurupa Community Services District Volunteer Program commits to the following:**

1. To provide information, training, and support for the Volunteer so that he/she may be confident in the assignment.
2. To provide diligent guidance, supervision, and feedback on performance.
3. To respect the skills, dignity, and individual needs of the Volunteer.
4. To be receptive to comments and suggestions from the Volunteer.
5. To treat the Volunteer as an important partner with the team of paid staff, jointly responsible for completion of the department's Mission.
6. The Jurupa Community Services District considers volunteer applicants for all positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, the presence of a medical condition or disability, or any other legally protected status.

## **II. Volunteer commits to the following:**

1. To perform assigned volunteer duties to the best of his/her ability and to inform the department if changes in his/her situation or health would interfere with the safe performance of those duties.
2. To adhere to District and department rules, policies, and procedures, including record-keeping requirements and confidentiality of District and client information.
3. To respect the dignity and individual needs of peers and clients.
4. To meet time and duty requirements, or to provide adequate notice so that alternate arrangements can be made.
5. My current valid California driver's license number is \_\_\_\_\_. My automobile insurance is maintained with \_\_\_\_\_. I will notify you if my license or insurance is suspended, revoked, or not renewed at expiration.
6. To hold harmless the Jurupa Community Services District, its employees, officers, or agents from any liability arising out of my services as a volunteer, by executing a Release of Liability and Assumption of Risk document.

## **AGREED TO:**

Volunteer Signature: \_\_\_\_\_ Date\_\_\_\_\_

Coordinator Signature: \_\_\_\_\_ Date\_\_\_\_\_

# Volunteer Manual and Orientation Acknowledgment

In performing the service specified in my volunteer job description, I acknowledge:

- That I have attended the District's Volunteer Program orientation and have been given a Volunteer Manual which includes an overview of the program, my job description, policies and procedures, and safety information;
- That I have acquainted myself with what is required to perform my tasks, and represent that I have the skill and ability to perform them and know of no reason, medical or otherwise, which would prevent me from performing the tasks required;
- That I will adhere to the safety training provided by the supervisor and assume full responsibility for my own safety;
- That I will perform my volunteer service in compliance with the standards and specifications established for my position.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Printed Name: \_\_\_\_\_

# Release of Liability and Assumption of Risk

I desire to participate, and/or allow my minor child, \_\_\_\_\_ ("my child" herein), to participate in the Jurupa Community Services District Volunteer Program ("Program"), which I understand may include, if assigned, sporting and other strenuous physical activities. I understand that while uncommon, serious accidents may occur while participating in the Program, and that participants may sustain serious or fatal injuries as a result. Knowing these risks, however, on behalf of me and/or my child I nevertheless expressly assume all such risks. Furthermore, in consideration of me and/or my child being permitted to participate in the Program, and to the maximum extent permitted by law, I hereby voluntarily waive and discharge in advance, any and all actions, causes of action and claims for personal injury, property damage and/or wrongful death that I, my child, and/or any of our heirs or other successors in interest may have, or that may hereafter accrue, as a result of such participation in the Program, including any transportation and/or all other activities incidental thereto. This release is intended to release, and hold harmless in advance, the Jurupa Community Services District, its officials, officers, employees and volunteers (collectively, "Sponsors") from any and all liabilities, claims and/or actions arising out of or connected in any way with my and/or my child's participation in the Program, even if caused by the active or passive negligence of any of the Sponsors. I further agree that under no circumstances will I, my child, or any of our heirs or successors in interest, prosecute any civil action or claim for personal injury, property damage or wrongful death against any of the Sponsors who, through active or passive negligence or otherwise, might be liable to me or my child, or any of our heirs or other successors in interest for damages.

I further expressly authorize the provision of emergency medical aid to me and/or my child, if needed during the Program.

**I AM SIGNING THIS DOCUMENT WITH THE INTENT TO RELEASE AND HOLD HARMLESS IN ADVANCE THE JURUPA COMMUNITY SERVICES DISTRICT, AND ITS ELECTED OFFICIALS, OFFICERS, EMPLOYEES AND VOLUNTEERS FROM ALL LIABILITY FOR PERSONAL INJURY, PROPERTY DAMAGE AND/OR WRONGFUL DEATH CAUSED BY THE ACTIVE OR PASSIVE NEGLIGENCE OF ANY OF THE FOREGOING, TO THE MAXIMUM EXTENT PERMITTED BY LAW. I HAVE READ THIS DOCUMENT AND UNDERSTAND AND ACKNOWLEDGE THAT MY MINOR CHILD AND I ARE GIVING UP IMPORTANT LEGAL RIGHTS BY SIGNING THIS DOCUMENT.**

\_\_\_\_\_  
Printed Name of Adult or Child Applicant

\_\_\_\_\_  
Signature of Adult Applicant or Child's Parent/Guardian

\_\_\_\_\_  
Date

**If a minor (under 18 years of age) please provide:**

Parent/Guardian Name \_\_\_\_\_

Phone \_\_\_\_\_

Parent/Guardian Name \_\_\_\_\_

Phone \_\_\_\_\_

**Emergency contact(s):**

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Phone \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Phone \_\_\_\_\_

Special Health Information: \_\_\_\_\_

**SAMPLE**



## VOLUNTEER PROGRAM TIMESHEET

Volunteer: \_\_\_\_\_ Department: \_\_\_\_\_

Assignment: \_\_\_\_\_ Supervisor: \_\_\_\_\_

### Instructions:

1. Enter the total number of hours worked each day in the appropriate box, rounding hours to the nearest quarter of an hour.
2. For each week, add up all hours worked and enter total in the right hand column.
3. Add up total hours worked for the month and enter the total in the appropriate space provided.

## January 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total Weekly Hours
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30	31					

Total hours for the month: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Neighborhood Watch Volunteer

**Objectives:** To promote citizens taking positive steps and working together with law enforcement to secure their own property and learn how to report suspicious activity around their homes to reduce burglary and other crimes.

**Duties and Responsibilities:**

- Acting as liaison between residents and Block Captain/Law Enforcement;
- Maintaining a "telephone chain" with current neighborhood watch block participants;
- Inviting new residents to join Neighborhood Watch;
- Participating in Neighborhood Watch meetings and training sessions;
- Communicating with neighbors to discuss crime issues, needs for assistance, and program suggestions;
- Recognize and report suspicious activity, including describing and reporting events, vehicles and persons;
- Displaying Neighborhood Watch signs.

**Qualifications and Requirements:**

- Reliable;
- Good communication and people skills;
- Organized.

**Commitment Required:**

- On-going assignment.

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Homework Club Tutor/Kids Zone Program

**Objectives:** To provide tutoring, enrichment and/or specialized help for students in Kindergarten through 6<sup>th</sup> grades so that they can master necessary skills and strive for excellence in academics and beyond.

**Duties and Responsibilities:**

- Review student's materials then work one-on-one with the student;
- Assist students with practice in subject areas;
- Guide students in problem solving;
- Assist in program planning and evaluation;
- Discuss academic concerns with staff;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Ability to read and write the English language;
- Interest in and comfort working with students in grades K – 12<sup>th</sup>;
- Patience;
- Enthusiasm;
- Strong desire to help students achieve their potential;
- Knowledge of subject area;
- Strong communication skills;
- Professionalism;
- Reliable;
- Strong work ethic, punctual, dependable;
- Participation in an orientation/training session.

**Commitment Required:**

- Two to four hours a week, typically weekday afternoons;
- Three month minimum.

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Senior Mentoring Program

**Objectives:** To provide enrichment and/or general assistance to senior citizens.

**Duties and Responsibilities:**

- Assist seniors with everyday tasks;
- Expose senior to new and exciting activities;
- Guide seniors in problem solving;
- Assist in program planning and evaluation;
- Discuss concerns with staff;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Patience;
- Enthusiasm;
- Strong desire to help seniors;
- Strong communication skills;
- Excellent customer services;
- Professionalism;
- Reliable;
- Strong work ethic, punctual, dependable;
- Participation in an orientation/training session.

**Commitment Required:**

- Two to four hours a week;
- Three month minimum.

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Special Events

**Objectives:** To help plan, implement, and coordinate various assignments associated with special events in the community.

**Duties and Responsibilities:**

- Plan, coordinate, and assist with special events, including crowd control, entertainment and coordination with others;
- Provides assistance to staff and event attendees;
- Assists with program evaluation;
- Responds to questions from event participants;
- Greet attendees cheerfully;
- Answer customer event questions;
- Provide direction to attendees;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Must be detail oriented and well-organized;
- Strong communication skills;
- Team player;
- Excellent customer service;
- Display and interest and understanding of the program;
- Professionalism;
- Reliable;
- Patient;
- Enthusiastic;
- Strong work ethic, punctual, dependable;
- Participation in orientation/training session;
- Ability to work on various projects and with an array of people.

**Commitment Required:**

- Minimum of one-time for a four hour commitment.



# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Tiny Tot Reading Program

**Objectives:** To increase an interest in reading and to assist toddlers in developing language, comprehension, and listening skills.

**Duties and Responsibilities:**

- Read to a small group of children;
- Complete a short log listing books read;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Attend a short training session;
- Ability to communicate in the English language;
- Ability to deal effectively with toddlers;
- Patience;
- Enthusiasm;
- Professionalism;
- Reliable;
- Strong work ethic, punctual, dependable;
- Participation in orientation/training session.

**Commitment Required:**

- One hour per week for a minimum of one month.

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Intern

**Objectives:** To assist in the continuing efforts to educate the community about the Jurupa Community Services Parks and Recreation Department and to provide office assistance to staff.

**Duties and Responsibilities:**

- Assist with the development of programs and activities;
- Provide customer service to the community.

**Qualifications and Requirements:**

- Professionalism;
- Patience;
- Strong communication skills;
- Reliable;
- Excellent customer service skills;
- Undergraduate student working toward a BA;
- Some experience working with children and a recreation program preferable;
- Creative, flexible, and able to work with others;
- Strong work ethic, punctual, dependable;
- Excellent interpersonal skills with staff, children, and parents;
- Ability to effectively use a computer, including MS Office;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Commitment Required:**

- Minimum 15 hours per week for up to six months.

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Youth Sports Coach

**Objectives:** To create a positive learning environment where children learn sportsmanship, fundamental skills, teamwork, and responsibility while emphasizing skill development, fair play, and teamwork.

**Duties and Responsibilities:**

- Teach fundamental skills to children while emphasizing skill development, fair play, teamwork, sportsmanship, and fun;
- Be on time at all practices and games or find a replacement that is acceptable by the Parks and Recreation Department standards;
- Provide a safe environment for practice games by checking the condition of fields and equipment. Notify the Parks and Recreation Department as soon as possible to report any hazards;
- Teach skills in developmentally appropriate stages;
- Enforce all Parks and Recreation Department policies and rules;
- Be responsible for the children until they are released to a parent or guardian before leaving the gym/field;
- Provide proper first aid when injuries occur. Notify the Parks and Recreation Department as soon as possible and fill out and submit an accident report form to the Department on any injury that requires more than simple first aid. Call 911 for a severe injury;
- Report any problems with fields, equipment, player behavior, parent behavior, or officials to the Parks and Recreation Department;
- Abide by all officials' decisions;
- Be accessible by phone or email;
- Assist the officials in deciding when to cancel a game during inclement weather.
- Read and have all registration forms from your players at every practice and game. You will be responsible for knowing the existing medical conditions of your players that are listed on their registration form;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Have a desire to work with children;
- Enthusiasm;
- Patience;
- Organization;
- Mature;
- Responsible;
- Reliable;
- Strong work ethic, punctual, dependable;
- Be available for games, practices, and meetings;
- Successfully pass an annual fingerprinting and background check;
- Strong communication skills with youth, parents, and JCSD staff.

**Commitment Required:**

- As necessary to attend games, practices, and meetings for an entire season.

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Graffiti Abatement

**Objectives:** To assist in the identification and elimination of graffiti in the Jurupa Community Services District service area.

**Duties and Responsibilities:**

- Walk through inspections of various sites to inspect for graffiti;
- Contact the Parks Staff to report incidents of graffiti;
- Clean-up graffiti in areas reported to the Parks Staff;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Good observational skills;
- Ability to walk and be outdoors for some time;
- Strong communication skills;
- Follow through on project;
- Enthusiasm;
- Reliable;
- Excellent customer service;
- Strong work ethic, punctual, dependable;
- Ability to work independently with minimal supervision;
- Training in graffiti removal techniques and for educating others.

**Commitment Required:**

- Minimum of eight hours a month for four month commitment.

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Park Watch/Park Maintenance

**Objectives:** To provide assistance in maintaining parks facilities and provide for an exceptional experience for all visitors.

**Duties and Responsibilities:**

- Pick up litter and debris in park facilities;
- Place filled trash bags at the predetermined collection sites;
- Assist staff in identifying unusual park conditions, special projects, or park improvement;
- Identify and report inappropriate park use to the Park Ranger;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Must wear appropriate personal protective equipment/gear;
- Be knowledgeable about safety procedures;
- Do not repair or attempt to repair equipment, report hazards to District Staff;
- Good observational skills;
- Ability to walk and be outdoors for some time;
- Good communication skills;
- Follow through on project;
- Enthusiasm;
- Professionalism;
- Reliable;
- Excellent customer service;
- Strong work ethic; punctual, dependable;
- Ability to work independently with minimal supervision;
- Participation in an orientation/training session.

**Commitment Required:**

- Minimum of eight hours per month for at least six months.

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** General Office Support / Facility Greeter / Bulk Mail and Flyer Volunteer / Survey Volunteer

**Objectives:** To provide assistance to District staff in conducting day to day office operations.

**Duties and Responsibilities:**

- Answering and making phone calls;
- Folding, stuffing and labeling envelopes for mailing;
- Assist in the preparing written materials;
- Photocopying, faxing, and filing;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Comfortable with talking and directing phone calls as well as greeting patrons;
- Ability to work independently and follow instructions;
- Strong communication skills;
- Follow through on project;
- Patience;
- Enthusiasm;
- Excellent customer service;
- Strong work ethic, punctual, dependable;
- Ability to work independently with minimal supervision.

**Commitment Required:**

- Minimum two hours per week, three months minimum.

# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Green Team Program

**Objectives:** To assist in the identification and elimination of trash, dead plant material, and damaged sprinkler heads in the Jurupa Community Services District service area.

**Duties and Responsibilities:**

- Walk through inspections of various street sites to inspect for frontage issues;
- Contact the Parks Staff to report incidents of frontage issues;
- Clean-up frontage areas reported to the Parks Staff;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Good observational skills;
- Ability to walk and be outdoors for some time;
- Strong communication skills;
- Follow through on project;
- Enthusiasm;
- Reliable;
- Excellent customer service;
- Strong work ethic, punctual, dependable;
- Ability to work independently with minimal supervision;
- Training in graffiti removal techniques and for educating others.

**Commitment Required:**

- Minimum of eight hours a month for a one-year commitment.



# JURUPA COMMUNITY SERVICES DISTRICT

## PARKS AND RECREATION DEPARTMENT

### VOLUNTEER JOB DESCRIPTION

**Job Title:** Adopt-A-Park Program

**Objectives:** To protect and enhance Jurupa Community Services District's neighborhood parks and open spaces by ongoing volunteer support and special events, and to educate JCSD residents about the importance of parks and open spaces.

**Duties and Responsibilities:**

- Walk through inspections of various parks to inspect for litter, leaves, and weeds;
- Contact the Parks Staff to report incidents of hazardous issues;
- Clean-up park areas reported to the Parks Staff;
- Represent the Jurupa Community Services District in a positive and professional manner.

**Qualifications and Requirements:**

- Good observational skills;
- Ability to walk and be outdoors for some time;
- Strong communication skills;
- Follow through on project;
- Enthusiasm;
- Reliable;
- Excellent customer service;
- Strong work ethic, punctual, dependable;
- Ability to work independently with minimal supervision;
- Training in graffiti removal techniques and for educating others.

**Commitment Required:**

- Volunteers perform tasks at their location a minimum of once per month for a one year commitment.

## VOLUNTEER EVALUATION

### Jurupa Community Services District

Name of Volunteer: \_\_\_\_\_ Period Covered: \_\_\_\_\_

Position(s): \_\_\_\_\_ Date of Evaluation: \_\_\_\_\_

GOALS	NOT MET	SATISFACTORY			SUPERIOR
1. _____	1	2	3	4	5
2. _____	1	2	3	4	5
3. _____	1	2	3	4	5

PROFESSIONALISM	NOT MET	SATISFACTORY			SUPERIOR
Representative of JCSD	1	2	3	4	5
Presents a helpful attitude towards visitors	1	2	3	4	5
Maintains adherence to Code of Conduct	1	2	3	4	5

RESPONSIBILITY	NOT MET	SATISFACTORY			SUPERIOR
Accessible to the public	1	2	3	4	5
Focuses on outcomes	1	2	3	4	5
Shows initiative	1	2	3	4	5
Flexibility	1	2	3	4	5
Attention to safety	1	2	3	4	5

COMMUNICATION	NOT MET	SATISFACTORY			SUPERIOR
Maintains open and effective communication with staff, other volunteers, contractors, and members of the public	1	2	3	4	5
Follows directions	1	2	3	4	5
Utilizes line of communication standards	1	2	3	4	5

DEPENDABILITY	NOT MET	SATISFACTORY			SUPERIOR
Meets commitments of hours and deadlines	1	2	3	4	5
Completes assignments in timely fashion	1	2	3	4	5
Adheres to assigned work schedule	1	2	3	4	5

Supervisor comments regarding above areas: \_\_\_\_\_

**Volunteer comments regarding above areas:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Most significant achievement during period of evaluation:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Area(s) in which improvement, change, or further training would be desirable:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Significant goals for the volunteer to accomplish between now and the next evaluation:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Supervisor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Volunteer signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_