



**COUNTY OF HENRICO
DEPARTMENT OF HUMAN RESOURCES
VOLUNTEER SERVICES PROGRAM**

Volunteer Coordinator Checklist

The following checklist is a required guideline to use when orienting a new volunteer to the County:

- Brief history of Henrico County and your department.
- The County's mission and vision.
- Your department's purpose and other important department information.
- Organization charts for the County and your department.
- The value of volunteer work in your agency.
- What Henrico County offers County volunteers (refer to page 11 in manual).
- Benefits of volunteer service to the County (refer to page 11 in manual).
- Record keeping responsibilities (monthly and annual volunteer reports).
- Explain our EEO policies, including harassment and diversity issues. EEO policy as stated in [Policies and Procedures Section \(13.2A\)](#) and Policy against Harassment as stated in [Policies and Procedures Section \(13.2B\)](#).
- Dress code for the volunteer including applicable safety equipment.
- The volunteer's schedule – hours, breaks, holidays, etc.
- A map or tour of the building or work area with emphasis on parking, related office areas, etc.
- A review of the proper usage of office equipment, the phone system, and computers.
- Explain briefly about the County's customer service standards.
- An explanation of confidentiality issues, if this is applicable. Privacy of Information policy as stated in [Policies and Procedures Section \(13.9\)](#).
- An explanation of expectations of your agency as far as professionalism, accuracy, completion of work, etc.
- Explain briefly about our paid employment and how to apply for jobs; many volunteers are looking toward paid employment in the future (<http://henrico.us/services/jobs/>).
- Cover what the volunteer should do when they have questions or problems.
- Explain what would be considered as grounds for dismissal for volunteers in your agency.
- Give your new volunteer an opportunity to ask questions and gain additional information.
- Make sure your volunteer has all phone numbers and names of people he/she will be responsible to in your agency and the County.
- Make sure your volunteer is aware of departmental meetings and social events which he/she might attend.
- Help your volunteer to feel welcomed and offer appreciation and recognition activities for your volunteer whenever possible.
- Complete proper training and ensure that the volunteer does not have access to cash or confidential information. Volunteers also must not have unsupervised access to children. Plan to have a paid employee with the volunteer at all times if the volunteer position involves tasks where children are present.
- Review the Technology and Information Systems Use Policy as stated in [Policies and Procedures Section \(13.8\)](#) (if needed).
- Volunteer and supervisor sign copies of Volunteer Rights and Responsibilities, Volunteer Letter of Agreement, and Volunteer/Henrico County Agreement documents, which are retained in Department volunteer file.
- Review the County Manager's memo on fraud, waste, and abuse and the online guidance for reporting any concerns found at <http://henrico.us/audit/fraud-hotline/fraud-report-memo/>.
- If position requires volunteer to operate a County vehicle, follow the process described on page 15 of the Volunteer Program Manual, after volunteer has completed the Authorization to Obtain DMV Record-Volunteers form found at http://employees.henrico.us/pdfs/risk/safety/dmv_auth.pdf.

Signature of VOLUNTEER (Required)

Signature of Supervisor (Required)

Signature of Parent/Guardian
(Required if volunteer under 18)

Date (Required)