



Administrative Policies and Procedures: 8.1

Subject:	Department of Children's Services Volunteer Services Program
Authority:	TCA 37-5-105(3),37-5-106
Standards:	ACA: 4-JCF-6E-13, 4-JCF-6G-01, 4-JCF-6G-09, 4-JCF-6G-10, 4-JCF-6G-11, 4-JCF-6G-12, 4-JCF-6G-13, 4-JCF-6G-14; DCS Practice Model Standards: 3-400; 3-401; COA: PA-HR 3.03, PA-HR 3.05, PA-HR 5.01, PA-HR 5.05, PA-HR 6.01, PA-TS 3.05.
Application:	To All Department of Children's Services Volunteer Coordinators and Volunteers

Policy Statement:

The Department of Children's Services will administer Volunteer Services Programs and Citizen Involvement Councils that will be coordinated and maintained at each DCS Youth Development Center and Regional/Field office by an appointed on-site staff member. The DCS [Volunteer Coordinator's Procedures Manual](#) will outline practice and standards for the coordination of the Citizen Involvement Councils and DCS Volunteer Services Programs.

Purpose:

To ensure that the DCS Volunteer Services Programs and Citizen Involvement Councils provide the community involvement, support, diversity, and contributions needed to support children and families.

Procedures:

A. Appointment of volunteer services coordinator	<ol style="list-style-type: none"> Each DCS Youth Development Center Superintendent and Regional Administrator will appoint a Volunteer Coordinator or designated staff member to coordinate and oversee the citizen involvement council and volunteer services program. The job performance plan of the staff designated as the volunteer coordinator will reflect responsibility and accountability for the DCS volunteer services programs. The appointed volunteer services coordinator will ensure that the skills and personal qualities of individuals donating their time and efforts are developed and used appropriately.
B. DCS policies and procedures	Volunteers will be given the opportunity to contribute suggestions regarding the establishment of policies and procedures related to the DCS volunteer services program.

<p>C. Cultural-competency training</p>	<p>Volunteers will receive cultural-competency training to ensure that they are able to work effectively in cross-cultural settings. Training will be provided and/or coordinated by the Volunteer Coordinator or the volunteer's supervisor if there is not an appointed volunteer coordinator.</p>
<p>D. Contents and review of DCS Volunteer Coordinator's Procedure manual</p>	<p>The <u>Volunteer Coordinator's Procedures Manual</u> will at a minimum, contain the following:</p> <ol style="list-style-type: none"> 1. Definition and qualifications of volunteers; 2. Identification of staff needs for the use of volunteers; 3. Identification of community resources and development of recruitment procedures; 4. Minimum requirements for application and interview of volunteers; 5. Minimum requirements for background investigation and criminal record checks that includes fingerprinting; 6. An internal system for the registration and identification of volunteers; 7. Minimum requirements for orientation and training of volunteers; 8. Establishment of a volunteer file on each volunteer will include, but not be limited to: <ol style="list-style-type: none"> a) A completed application (form CS-0319, Application For Service as a Volunteer) b) Acceptance letter c) A Picture ID, Volunteer Identification Badge [I.D.] that is numbered d) A job description or plan (form CS-0551, Volunteer Job Description) e) Proof of orientation and training prior to assignment (form CS-0322, Proof of Training/Confidentiality/ Volunteer Policy Agreement) f) Confidentiality agreement (form CS-0322, Proof of Training/Confidentiality/ Volunteer Policy Agreement) g) Employee Acknowledgement of HIPPA (CS-0731) h) Employee Code of Conduct (CS-0732) i) Employee Acknowledgement of – Valid Motor Vehicle, License, Insurance and Registration (CS-0733) j) Employee Confidentiality Statement (CS-0744)

	<ul style="list-style-type: none"> k) Employee Emergency Contact Information (CS-0735) l) Employee Conflict of Interest Statement (CS-0748) m) Training Log n) Monthly volunteer hours (CS-0320, Volunteer’s Activity Report) o) Correspondence p) Supervision requirements for volunteer q) Termination letter r) Explanation of volunteer liability; Tennessee Claims Commission s) Eligibility and availability of volunteer insurance t) Volunteer Certification Letter u) Tuberculosis screening v) Written annual performance review completed by the Volunteer Coordinator or the volunteer’s supervisor <p>9. Statistical reports (form CS-0320, Volunteer Activity Report)</p> <p>10. The volunteer services policies and procedures and the Volunteer Coordinator’s Procedure Manual will be reviewed and evaluated annually or as often as necessary by the Director of Volunteer Services with the collaboration of appointed volunteer coordinators.</p>
<p>E. Assessment and evaluation</p>	<p>DCS will annually assess and evaluate the volunteer program to ensure that the volunteers are receiving adequate support and the program is promoting positive outcomes for children and families.</p> <p>Volunteers will have a written annual performance evaluation.</p>
<p>F. Risk Management</p>	<p>The Volunteer Services Division of the Department of Children’s Services shall comply with the State of Tennessee policies and procedures, rules and laws to identify and reduce or eliminate risks to its property, employees and volunteers, to minimize and contain costs and consequences from those risks, and to provide for adequate and timely compensation, restoration and recovery (see DCS Policy <u>1.7. Risk Management</u>).</p>

Forms:	<p><u>CS-0319, Application For Service as a Volunteer</u></p> <p><u>CS-0320, Volunteer's Activity Report</u></p> <p><i>CS-0322, Proof of Training/Confidentiality/ Volunteer Policy Agreement</i></p> <p><u>CS-0551, Volunteer Job Description</u></p> <p><i>CS-0552, Reference Letter for Volunteers</i></p> <p><u>Volunteer Acceptance or Rejection Letter</u></p> <p><u>Volunteer Certification Letter</u></p> <p><u>Volunteer Termination Letter</u></p> <p><u>CS-0933, Volunteer Annual Evaluation</u></p>
Collateral Documents:	<p><u>Department of Children's Services Volunteer Coordinator Procedures Manual</u></p>