



NEIGHBOR VOLUNTEER OFFICE

Volunteerism: The Spirit of Fort Lauderdale



VOLUNTEER HANDBOOK



VOLUNTEER

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HANDBOOK

Introduction

Volunteerism is the Spirit of Fort Lauderdale. The City of Fort Lauderdale welcomes you as a volunteer and hopes your association with the City will be a mutually satisfying experience.

By sharing their talents and abilities, volunteers develop a sense of ownership for making a difference in our community. By taking the time to participate in our programs and learning about local government, volunteers shape the future of Fort Lauderdale and transform lives and neighborhoods.

In assisting staff with both daily tasks and new programs, volunteers enhance the levels of quality services the City provides. We thank you for the time, devotion and caring you are willing to share.

We welcome each volunteer as you choose to make a difference in Fort Lauderdale.



Our Pledge

The volunteer opportunity must provide a meaningful, mutually satisfying experience, and build community.

Vision

Volunteerism is the Spirit of Fort Lauderdale and our neighbors give back in their community to a cause important to them.

Mission

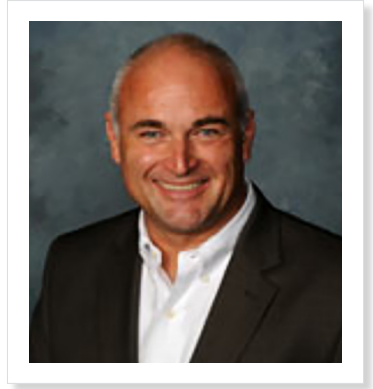
Building community by encouraging our neighbors to volunteer their time, talent, and resources to make Fort Lauderdale the hometown in which we all want to live, work, play and raise our children.

Goal

The Neighbor Volunteer Office's goal is to be your main connection to find a meaningful volunteer opportunity in the City of Fort Lauderdale.

Statement from The Chief Service Officer

As Chief Service Officer I am passionate about building community by encouraging our neighbors to volunteer their time, talent and resources to make Fort Lauderdale the hometown in which we all want to live, work, play and raise our children. It is our vision to make Fort Lauderdale the City that you never want to leave.



It is an honor and a privilege to serve as Chief Service Officer of the City of Fort Lauderdale, and I understand the importance of volunteer work. Your service will impact Fort Lauderdale in many exceptional ways. I look forward to getting to know you and learning from your skills, interests, and experiences. Thank you for your generous support of Fort Lauderdale's diverse programs, projects, and initiatives.

Jorg Hruschka
Chief Service Officer
(954) 828.5568

What are you passionate about?

Handbook Use & Purpose

This handbook is designed to provide guidelines, information and support for everyday operations to City of Fort Lauderdale volunteers and summarizes topics that you may encounter during your service with the City.

The intent of the **goals** and policies listed in this handbook is to maximize the effectiveness of our Volunteer Program and to assist department personnel and volunteers in understanding their roles and responsibilities within the framework of the Volunteer Program.

The following are some of the objectives of the volunteer program:

- Encourage volunteerism to enhance the quality of services in City government. Allow volunteers an opportunity to utilize and share their talents in constructive, beneficial manners. The Neighbor Volunteer Office coordinates all volunteer opportunities within the City departments.
- Strengthen and enhance vibrant, growing networks of public/private partnerships that routinely work together in volunteer service to address pressing issues in our communities.
- Provide a unified recruitment, screening and training structure to support and meet the needs of City departments, programs, and partners.
- **Promote** neighbor involvement in and understanding of government issues and problems and increase the citizen awareness of City programs.
- Offer periodic "Getting to Know Yourself – Find the Passion Within" seminars to help volunteers their passion to their talents
- Facilitate a meaningful and mutually satisfying volunteer experience and build community.

- Provide a comprehensive volunteer recognition and awards program.

The guidelines may, at the discretion of the volunteer coordinator or city department director and staff, be modified or changed. The handbook does not address every possible situation. If volunteers have questions regarding a situation, guidelines or other volunteer-related comments, please contact the volunteer coordinator in the respective department.

Department Responsibility

Volunteerism is the Spirit of Fort Lauderdale. Volunteers will be assigned to work with staff members and/or lead volunteers as designated by staff members. Please regard all supervisors as resources provided to enrich your volunteer experience and enhance the quality of volunteering in the City of Fort Lauderdale. Each volunteer project will have a project coordinator. This person is responsible for directing the activities of volunteers on that particular project and will be identified in a confirmation email or upon arrival at a work site. He or she will:

- Share the department's vision and function
- Provide a clean and safe work environment and an atmosphere of mutual respect, trust and courteous, fair treatment.
- Provide adequate orientation, training, and supervision.
- Clearly outline your **duties** and reporting/supervisory structure.
- Review your work schedule, lunch period and breaks, restrooms, parking and transportation.
- **Define** the assignment expectations and maintain an open door policy.

- Engage and **involve** you as a valuable, active departmental team member and include you in department functions and training.
- Evaluate your work and provide periodic feedback.
- Hold you accountable to mutually agreed upon performance measures and milestones.
- Acknowledge and recognize you for your contributions.
- Write letters of recommendation at your request, based on your performance.
- Update the Neighbor Volunteer Office periodically of your performance.
- Keep volunteer information collected by the City of Fort Lauderdale confidential and not shared with and/or sold to outside persons or entities.



Volunteer | Definition

A “volunteer” is anyone who without compensation or expectation of compensation performs a task at the direction of and on behalf of the City. They provide the goods or services of their own free will or assist in order to comply with community service requirements mandated by a court or institution of learning and are not considered employees of the City.

“Regular-**service** volunteer” means a person engaged in specific voluntary service activities on an ongoing or continual basis. “Occasional service or Event” volunteer means a person who provides a one time or occasional voluntary service.

Volunteer | Role

There are three distinct roles a volunteer can serve:

1. Local citizens, volunteering their time and talent to the City, provide public awareness and support to the City. They foster a quality of life and well-being in our community. The role of a volunteer is to augment, not replace, paid staff positions.

The City welcomes the contribution of varied skills and talents of individuals and/or groups to expand services to the public. This type of volunteer must be officially accepted and enrolled by the City prior to performing any task, and shall not be considered an employee of the City.

2. The City aims to **strengthen** and enhance vibrant, growing networks of public/private partnerships made up by engaged business leaders, civic associations, and neighbors. Volunteers routinely work together in service to address pressing issues in our communities and on a series of priority initiatives. Volunteers engaged in this capacity do not have to undergo background checks unless specifically required by a partner organization.

3. The City proudly puts on dozens of events throughout the year and volunteers are serving in a variety of capacities. No background check is required for these activities.

Volunteer | Responsibility

Volunteering is a serious commitment. Remember that you represent the City of Fort Lauderdale at all times. The impression and reputation of our City depends on you. We strive to provide services that



consistently exceed the **expectations** of those we serve. Please give your best by using your skill, expertise, drive, determination, and dedication to improve our community. Here are some guidelines:

- Show up on time and to be available until the designated ending time. Although you are not an employee of the City of Fort Lauderdale, many people count on you to carry out the duties you have agreed to perform. If you are unable to keep your volunteer schedule or might be late, please contact your supervisor as soon as possible.
- Look your best! While it is the intent of the City that all volunteers dress for their own comfort during work hours, all volunteers should practice common sense rules of neatness, cleanliness, and comfort. You are the "face" of the City to every neighbor.
- Wear your ID badge! In addition to identifying you as a City Volunteer, the identification also allows you access into certain designated areas.
- Schedule your time sensibly! Volunteers may serve as much time as they can responsibly handle up to a maximum of twenty (20) hours per week. However, an average of one

(1) hour a week will be considered as required.



- Act appropriately! Set a good example. Others will be influenced by your attitude and behavior. Always treat fellow volunteers, neighbors and other workers with respect, courtesy, care and **integrity**. Respect other's space, privacy and belongings and help create an environment of support, understanding and dignity.
- Enthusiasm is very important! It's great to have a positive attitude. Recognize the importance of each individual. Take time to talk to others. Make every effort to be fair and not play favorites.
- Be smart! Be familiar with the programs and facility. Attend volunteer meetings and training if scheduled.
- **Respect** personal confidentiality! On occasion, a volunteer may witness an incident, be entrusted with information, or have access to records or files deemed confidential in nature. It is the City's expectation that any volunteer privy to such information, material, or event will respect and safeguard the trust and privacy rights of affected individuals.
- Know the rules and laws. Support the City's fair employment policies; tobacco, alcohol and drug-free work environment policies; workplace harassment policy; workplace violence policy; conflict of interest policy. The City expects all volunteers to be aware of and support these workplace policies.
- Maintain calm! Volunteers are not expected to manage difficult visitors. If a visitor is disruptive or if a problem arises, be sure to inform a supervisor or person in charge.

- Be recognized! Keep a record of your volunteer hours and turn them in to the designated person in a timely manner at the end of the month. Accurate records allow us to write letters or recommendation, help secure grants and funding where a match is required. They also illustrate the success of the program, and allow us to formally acknowledge outstanding volunteers. Hours are collected October 1 through September 31. All hours must be submitted by October 31 yearly to count towards recognition events.

- Maintain open **communication!** Let your supervisor and the Neighbor Volunteer Office know your questions, concerns and limitations. Request feedback and report to your supervisor any on-the-job injuries or illnesses, no matter how minor.

- Volunteers must report any arrest (felony or misdemeanor) or report of domestic violence made against them to the Neighbor Volunteer Office within 24 hours of occurrence.

- Respect and take care of the property of other volunteers, co-workers and the City of Fort Lauderdale! All City property, computers, communication devices, tools, supplies, materials, etc. are provided to perform



your job assignments, must remain on site and be used for business-related purposes only. At no time are volunteers authorized to remove equipment, artifacts, archives, images, etc., without express written approval.

- Be creative! Make suggestions - you're an important part of the team! Actively pursue new and creative solutions. However, intellectual or any other property developed by volunteers for or in relation to any City of Fort Lauderdale program, becomes the property of the City.

- Have **Fun!**

The Neighbor Volunteer Office wants to make sure that we offer you a volunteer opportunity that matches your



talents and passion. If your current assignment does not appeal to you, let us find you another area for service.

- Share your volunteer experience! Tell your friends about your volunteer involvement and encourage them to volunteer.

Please note that each department may have additional policies, procedures and guidelines to follow depending upon individual assignments. Your supervisor will be covering information specific to your particular assignment. If you have any questions in this area, be sure to ask your supervisor before starting the assignment.

Recognition and Awards

The City of Fort Lauderdale is working on a series of exciting reward programs. However, publishing and implementing the initiatives is still awaiting commission and City Manager's approval.

Benefits of Volunteering

There are many reasons to volunteer and even more rewards. Besides the meaningful **impact** in the City of Fort Lauderdale, volunteering has many personal benefits:

- Volunteering **connects** you to others.
- Volunteering is good for your mind and body.
- Volunteering brings fun and fulfillment to your life.
- Volunteering can **advance** your career.
- The happiness effect helping others kindles happiness.

Grievance Procedure

The aim of the Volunteer Program is to maintain cooperative and productive working relationships between volunteers and City employees. Volunteers who believe they have been treated unfairly in some aspect of their working conditions are free to **voice** the belief without fear of reprisal. Volunteers are urged to discuss any problems, difficulties, suggestions, misunderstanding or concerns with their department supervisor or the Volunteer Coordinator. Progressive steps may be taken if the problem/complaint is not resolved.

If volunteers have a complaint they feel uncomfortable sharing with the volunteer coordinator, they should contact the department director.

If this does not resolve the matter satisfactorily, the existing Grievance Procedure for paid employees will be utilized. The Volunteer Coordinator will be kept informed of all decisions regarding volunteer placement and performance.

Tax Deduction for Volunteers

The City of Fort Lauderdale is not able to reimburse volunteers for incidental expenses such as refreshments, gas, mileage or parking. The City of Fort Lauderdale will make every effort to provide free event parking, but cannot guarantee it. However, there are a number of tax benefits available to volunteers in preparing their tax returns. Volunteers may deduct non-reimbursable out of pocket expenses directly related to their volunteer services if they itemize deductions.

Examples of types of expenditures include:

- Bus or cab transportation
- Parking costs, toll fees
- Telephone bills
- Supplies purchased to perform volunteer duties
- Automobile mileage and expenses for gas
- Any other non-reimbursable out of pocket expense related to volunteer duties

Sample Volunteers Opportunities

The City of Fort Lauderdale is proud to offer hundreds of events and part-time volunteer opportunities in almost every department. In order to place you into an appropriate assignment, we have comprised a short list of volunteer opportunities:

- Assisting in City Departments
- Park and neighborhood beautification projects
- Community Gardening
- Special Events | Hospitality, Publicity, Setup/breakdown
- Athletics | Coaching, Officiating, Scorekeeping
- Assisting in Senior activities
- Recycling
- Tax preparation
- Tutoring children after school
- Mentoring within our community
- Participate on Advisory Boards
- Community Emergency Response Team
- Citizens On Patrol
- Homeless Outreach
- Become a STREET CAPTAIN
- Become a CITY AMBASSADOR
- Become a MENTOR
- ...

Please check fortlauderdale.gov/volunteer for a current list of volunteer opportunities.

Checklist

- Receive a safety **orientation**.
- Understand the instructions and procedures provided.
- Obtain additional training that may be needed.
- Know the department volunteer coordinator in case of have questions.

Each person's safety and health are important to us.

Thank You

Thank you for contributing your time, talent and resources as a volunteer to make the City of Fort Lauderdale the hometown in which we all want to work, live, play and raise children. It is our vision to make Fort Lauderdale the City you never want to leave.

Your state of mind, attitudes, and morale affect the quality of the work you produce. You make a significant difference to the City. We appreciate your willingness to volunteer with the City of Fort Lauderdale.

We hope you will **enjoy** your experience as a volunteer. As you learn your volunteer duties, feel free to ask questions. Our staff is happy to help you. It is your commitment and that of volunteers like you that allows the City of Fort Lauderdale to most effectively serve our neighbor's needs.

If you have questions about the information in this handbook, please ask your supervisor or feel free to call Jorg Hruschka, Chief Service Officer for the City of Fort Lauderdale at 954 828 5568.



Volunteer Agreement

I, _____, have read and understand the procedures outlined in the Volunteer Handbook and agree to abide by these rules while volunteering at the City of Fort Lauderdale. I further acknowledge and agree that while volunteering for the City of Fort Lauderdale I will not be an agent or employee of the city, will not be entitled to any wages or compensation of any sort, and will not be covered by the city's employee benefits. Further, nothing in the Volunteer Handbook shall be construed to create an employment relationship of any nature whatsoever.

Signature

Date



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