

# Volunteer Supervisor Orientation

*Presented by*

Volunteer Resource Program  
Airmen & Family Readiness Center  
Aviano AB, Italy

DSN 632-5407, Commercial 0434-30-5407

# Roles of a Volunteer Supervisor

👉 Teacher

👉 Trainer

👉 Coach

👉 Assessor

👉 Manager/Specialist in functional area

# Qualities

- Patient & Mature
  - ✓ In guiding volunteer to task accomplishment
- Flexible & Adaptable
  - ✓ Volunteer needs may change at a given moment
- Professional
  - ✓ Outline specific tasks and responsibilities
- Realistic
  - ✓ Not active duty nor paid employee, flexibility is necessary

# Recording Volunteer Hours

- Volunteer hours are tracked by the supervisor
  - ✓ Red Cross volunteers must document hours
  - ✓ Those receiving Volunteer Child Care through CDC
    - Submit hours to A&FRC Volunteer Resource Program Manager by the 15<sup>th</sup> of the following month
  - ✓ Those who want credit toward Civil Service qualification
  - ✓ They are not necessary for award submissions
  - ✓ All others are optional

# Recording Volunteer Hours

- When recording hours it must be done in the online database

<https://wwwmil.usafe.af.mil/hiddenheroes/index.htm>

# Job Description

- Required for each volunteer position
  - ✓ May not take the place of a paid employee
  - ✓ Specific as possible
  - ✓ 2 copies, one to the A&FRC, one to the Volunteer
  - ✓ Reviewed and updated annually

# Job Description

## Example

- **Agency:** 31 FW/JA – Legal Office
- **Position Title:** Receptionist/Administrative Assistant
- **Position Description:**
  - Provide reception and admin assistance to the legal office staff
  - Answer phones
  - Greet and screen visitors
  - Schedule appointments and meetings
  - Use typewriter, fax machine, copy machine, computers, CD-ROM, and E-mail
  - Other miscellaneous administrative duties
- **Experience Preferred:**
  - Some administrative and customer service experience
- **Training Provided:**
  - Proper telephone skills
  - Calendar scheduling
  - Use of computers and software
  - Use and care of office equipment
  - Use of E-mail and the Internet
  - Legal office procedures and techniques
- **Number of Hours Requested:** Open
- **Start Date:** Open **End Date:** Open
- **Point of Contact:** Legal Office Customer Service (Should have a person's name)
- **Phone Number:** 632-7843/4785

# Recruitment/Interviews

- Marketing through the Volunteer Resource Program office
  - ✓ Base point of reference for all volunteer solicitation/needs/issues/record keeping/awards processing
- Interviews
  - ✓ Important, need to ensure volunteer has necessary skills and desire for position
  - ✓ Helps to determine early on whether volunteer would be good fit for organization

# Interviews

## ■ Interviews

- ✓ Review your organizations volunteer job description
- ✓ Prepare questions / anticipate questions
- ✓ Discuss a tentative work schedule
- ✓ Discuss the organization's professional standards and dress code
- ✓ Refer volunteer back to the VRP manager if not suitable.
- ✓ Ultimately \*\*\**Be clear on expectations*\*\*\*

# Orientation

- First day
  - ✓ Review duties, mission and goals
  - ✓ Ensure they feel comfortable in their new work environment
  - ✓ Determine a sign-in policy
  - ✓ Clarify Chain of command
  - ✓ Provide a full on-the-job training
  - ✓ Treat them as a professional
  - ✓ Establish a personal folder for volunteer, keep copies of job description, hours recorded, evaluations, awards, and any other pertinent information

# Evaluations

- Provide constant feedback through evaluations
  - ✓ Schedule and perform periodic evaluations as you would any employee
  - ✓ Initial evaluation should take place after the first 30 days of volunteer employment and should occur on a 6 month basis
  - ✓ May be any form that meets your particular need
  - ✓ Good source document for award submissions
- **A copy should be kept in volunteers personal file**

# Problems

- Every work environment has standards that must be met by all employees including volunteers. Standards that are not met must be addressed.
  - ✓ Ensure volunteer clearly understands what standards, conduct, and behavior is expected
  - ✓ Each situation dictates appropriate course of action
  - ✓ They may include
    - Extra training
    - Reassignment to a different position
    - Referral back to VRP for placement in another agency

# Problems

- Though rare there are times you may have to dismiss a volunteer
  - ✓ Failure to adhere to clearly established standards, rules, procedures and behavior
  - ✓ A consistent failure to perform volunteer assignment either by choice or inability to accomplish
  - ✓ Must be given an opportunity to discuss reasons for dismissal with supervisor
  - ✓ Notify VRP right away

# Recognition

- Volunteer Recognition is an integral part of the 31 FW awards process
  - ✓ Volunteer of the Quarter / Year
    - Technical
    - Non-Technical
    - Recreational
  - ✓ Volunteer Excellence Award
    - Sustained volunteerism up to 4 per wing
    - Presented during National Volunteer Week in April

# Volunteer Child Care

- Paid through Air Force Aid Society
  - ✓ Up to 20 hours a week
  - ✓ Due to Italian Law, only CDC provides childcare
    - 1 slot per age group (12-24, 24-36 months, & 3-5 yrs)
    - Times are 0800-1700 M-F, Closed holidays/down days
    - Supervisor must turn in timesheets by 15<sup>th</sup> of next month
    - Limited space, not automatic
  - ✓ Does not include volunteer positions that are through social organizations or in organizations used for profit making, i.e., thrift store, scouts, PTSA, spouses groups

# Questions?

Call the Volunteer Resource Program  
Manager

located at the

Airmen & Family Readiness Center

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