

VOLUNTEER ORIENTATION

Presented by

Volunteer Resource Program
Airmen & Family Readiness Center
Aviano AB, Italy
DSN 632-5407, Commercial 043-430-5407

Volunteer Orientation

■ Volunteer Type

✓ Short term volunteer opportunities

- Are not connected to an organization
- Are to perform a specific job or support an event
- Are motivated by individual or group effort
- The end result is reward

Volunteer Orientation

■ Volunteer Type

✓ Long Term

- Integral part of the organization
- Self commitment/motivated
- Motivated by affiliation and group achievement
- Recognition is through award, responsibilities, respect
- Needs met by; gaining experience, maintaining proficiency, sharing time/effort in a cause they believe in

Volunteer Orientation

■ Short term events

✓ E-mails

- Sponsor should be receiving volunteer announcements via e-mail through First Sergeant or Squadron Volunteer Coordinator
- Personal e-mail address can be added to Volunteer email listing

✓ Airmen & Family Readiness Center

- ✓ A&FRC normally is not the P.O.C. for events, but will know who to contact

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

- Short notice events may not show on website

✓ If a question call A&FRC x5407

Volunteer Orientation

■ Long term positions

✓ Personal Visit

- Stop by A&FRC to discuss placement
- Personal e-mail address can be added to Volunteer distribution list

✓ Airmen & Family Readiness Center

- ✓ A&FRC normally is not the P.O.C. for events, but will know who to contact

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

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Volunteer Orientation

Recording Volunteer Hours

- Volunteer hours are tracked by the supervisor
 - ✓ Red Cross volunteers must document hours-
medical positions must be coordinated through ARC
because of credentialing.
 - ✓ Those receiving Volunteer Child Care through CDC
 - Submit hours to A&FRC Volunteer Resource Coordinator by
the 15th of the following month
 - ✓ Those who want credit toward Civil Service
qualification-1000 hrs is equal to 1 yr GS service.
 - ✓ They are necessary for award submissions
 - ✓ All others are optional

Volunteer Orientation

Recording Volunteer Hours

- Update volunteer hours in online database

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

- ✓ You can register and update hours yourself
- ✓ Have Supervisor update hours for you
- ✓ All else call A&FRC and we can assist

Volunteer Orientation

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

Volunteer Orientation

Job Description

- **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

Volunteer Orientation

Recruiting/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 you as volunteer have necessary skills and desire for position and/or organization is willing to train you
 - ✓ Helps to determine early on whether you believe location would be good fit for yourself and the organization

Volunteer Orientation

Recruiting/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 back to the VRP manager if you reconsider placement.
- ✓ Ultimately ****Be clear on understanding expectations*****

Volunteer Orientation

Orientation

■ First day

- ✓ Review duties, mission and goals
- ✓ Ensure you feel comfortable in the new work environment
- ✓ Determine a sign-in policy
- ✓ Understand the chain of command
- ✓ Receive complete on-the-job training
- ✓ Treated as a professional
- ✓ Ask if a personal folder for you will be set-up, keep copies of job description, hours recorded, awards, training records, and any other pertinent information

Volunteer Orientation

Evaluations

- Supervisor should provide constant feedback
- Periodic evaluations should be accomplished as with any employee
- Initial evaluation should take place after the first 30 days of volunteer employment and thereafter should occur on a six month basis
- A copy should be kept in your volunteer office file

Volunteer Orientation

Problems

- Every work environment has standards that must be met by all employees including volunteers. Standards that are not met must be addressed.
 - ✓ Ensure you clearly understand what standards, conduct, and behavior is expected
 - ✓ Each situation dictates appropriate course of action
 - ✓ If you believe there are issues that need to be addressed call the VRP for help

Volunteer Orientation

Problems

- Though rare there are times a volunteer would be dismissed
 - ✓ 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

Volunteer Orientation

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-May

Volunteer Orientation

Volunteer Child Care

- Provided through Air Force Aid Society
 - ✓ Up to 20 hours a week
 - ✓ Active duty family members only
 - ✓ 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/downdays
 - Supervisor must turn in timesheets by 15th of next month
 - ✓ Does not include volunteer positions that are through social organizations or in organizations used for profit making, ie., thrift store, scouts, PTSA, spouses groups

Volunteer Orientation

Questions ???????