

# **VOLUNTEER REQUIREMENTS**

## **BECOMING A VOLUNTEER**

It is our goal to match volunteers to roles that are a good fit for their skills and interests, and that will offer the volunteer a fulfilling service experience. We also must keep the safety of those we serve, and efficiency of our operations, in mind when we bring in new volunteers.

With those factors in mind, we have created the following process for becoming a volunteer for Mission Central.

First, you will be asked to complete a **Volunteer Application**. This form includes questions about your personal contact information, availability to volunteer, your skills, your interests, and your background. When you complete and return this form, the Director of Volunteer and Community Relations will contact you to discuss possible roles that might match your schedule and interests. At this time, you may be asked to visit with specific Program Directors/Managers, so that you can both decide if a volunteer role would be a good fit for you. The Volunteer Application also asks for personal references. We may be in touch with the people you list to help us find the volunteer role that suits you best.

When we find the right fit for you, you will be asked to complete a **Background Verification Release Form**. A criminal background check will be performed on all adult volunteers for Mission Central. You will be asked to supply your social security number, date of birth, and driver's license number for this background check. Your background check report will be kept confidential and in a secure location. The report will not be kept more than 30 days. Applicants may not receive a copy of the report, but may initiate a grievance process with our service provider if they believe there is inaccurate information in the report.

Our Volunteer Acceptance Policy is as follows:

*In order to provide our guests with compassionate, respectful service, each of our regular program/resale shop volunteers are screened to help ensure they are a good match to the job they wish to perform. This screening includes a review of the volunteer's skills and background.*

*As a part of this process, a criminal background check will be performed. Some prospective volunteers may not be eligible to volunteer based on the results of this background check. A person is ineligible to serve as a Mission Central volunteer if they have plead guilty to, been convicted of, or presently have pending criminal charges for sex-related offenses, child- related or*

*vulnerable-adult related offenses, murder, or felony burglary/robbery/theft offenses.*

*All other offenses not described above may result in disqualification at the discretion of Mission Central staff. In making a decision regarding volunteer acceptance, Mission Central staff will consider:*

- 1. The nature, severity, and frequency of the criminal conduct.*
- 2. The length of time since the criminal conduct.*
- 3. The age of the applicant at the time of the criminal conduct.*
- 4. Personal references.*
- 5. Job history.*
- 6. Standing in the community.*
- 7. The volunteer position the applicant wishes to fill.*

*If a volunteer is disqualified based on conduct other than those listed as “ineligible,” the volunteer may make an appeal for acceptance to the Executive Director. If the prospective volunteer would like to appeal a decision, he or she should notify the Director of Volunteer and Community Relations in writing and include three letters of reference from non-relatives. The volunteer’s file, including the application, background check results, references, and interview notes, will be reviewed by the Director of Volunteer and Community Relations and Executive Director. The Executive Director will make a decision regarding a person’s eligibility to volunteer.*

On occasion, volunteers will work with Mission Central on a temporary basis. This is usually done when groups of people volunteer for a one-time work day. Under these circumstances, the full application process will be waived. However, emergency contact information will still be required. Temporary volunteers must be supervised by a staff member or volunteer program manager during their service. Mobile Food Pantry volunteers fall into this category and are not required to complete a background check.

If a volunteer is assigned to a role that requires them to drive a Mission Central-owned vehicle, the volunteer must supply a copy of their valid driver's license and proof of auto liability insurance. Copies of these documents must remain current. (New copies must be supplied when the previous one has expired.) These volunteers are also subject to an additional background check that includes a driving record. Operators of Mission Central-owned vehicles must not have more than one moving violation recorded in previous 12 months, and they may not have any DUI/DWI convictions on their record for the previous 10 years. The background check, including driving record, will be repeated annually while the volunteer is assigned to a role that requires driving a Mission Central-owned vehicle.

Background checks will be repeated every three years for volunteers who work with children at the Village Library. Additionally, a new background check may be requested at any time.

Volunteers have an obligation to inform the Director of Volunteer and Community Relations of any criminal charges filed against them during the time they are volunteering for Mission Central. Pending criminal charges may warrant a suspension of duties until the case is resolved. Upon resolution, a volunteer may be dismissed from duties at Mission Central if the conviction falls within categories noted in the Volunteer Acceptance Policy above.