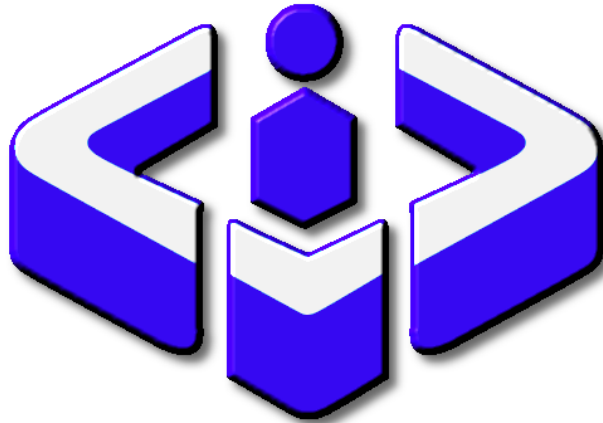


St. Albert



Community Information
and
Volunteer Centre

Agency Guide

Volunteer Recruitment and Referral

St. Albert Community Information and Volunteer Centre

#10 – 215 Carnegie Drive
St. Albert AB T8N 5B1
Phone: 780-459-6666
Fax: 780-460-1365
Website: www.stalbertcivc.com



St. Albert Community Information and Volunteer Centre Volunteer Recruitment and Referral Program

INTRODUCTION

The St. Albert Community Information and Volunteer Centre (CIVC) is a not-for-profit, volunteer based charitable organization, incorporated under the Societies Act in 1980. CIVC believes volunteers are the essence of community life. We actively promote volunteerism in St. Albert.

We currently provide recruitment and referral services for over **180 area agencies**. This Agency Guide provides information about our services and policies.

The “Process” section contains step-by-step instructions on what you need to do to register as a client agency including the required forms which you must complete and submit.

The “Policies” section describes the criteria we use to determine agency eligibility.

If you have any questions, please contact:

Director, Volunteer Centre Services
St. Albert Community Information and Volunteer Centre
10, 215 Carnegie Drive
St. Albert, AB T8N 5B1

Phone: 780-459-6666
Fax: 780-460-1365
Website: www.stalbertcivc.com
Email: volunteer@stalbertcivc.com

PROCESS

NOTE: The primary responsibility for recruitment, screening and placement rests with each individual agency.

1. Agency requests CIVC service. CIVC reviews the request and determines eligibility of agency according to the criteria within our policies.
2. Agency receives CIVC Agency Guide.
3. Agency completes necessary documentation:

- a. **Memorandum of Understanding**

Completed together with CIVC, this form documents the mutual acceptance of our roles and responsibilities. Please sign and return to CIVC to ensure prompt recruitment of volunteers.

- b. **Agency Database Information**

This form provides us with your Agency information which will be accessed by potential volunteers, included in our volunteer information database and govolyunteer.ca.

Form(s) can be completed and submitted to CIVC:

- online through www.stalbertcivc.com or;
- print a copy, clearly print in fields and mail or fax.

4. Agency accepted as CIVC client agency. To ensure good communication and mutual understanding, we prefer to deal with one contact person in your agency. Please advise us if the contact changes.
5. Agency requests volunteers. CIVC does not have a list of on-call volunteers. Please allow lead-time to publicize requests.

- a. **Agency Request for Volunteers Form(s)**

Complete one volunteer request form for each position you wish to post. Forms should have all fields completed with as much detail as possible to give the potential volunteer a better understanding of the position: what kind of work is involved; what the need is; what the time commitment is; how the contributions of the volunteer will be of value; and what benefit the volunteer can hope to gain from being involved with your agency or program.

Form(s) can be completed and submitted to CIVC:

- online through www.stalbertcivc.com or;
- print a copy, clearly print in fields and mail or fax.

Please keep the original copy of this form for your files.

6. Recruitment begins:

- a. It is important to note that CIVC is a **referral** agency, and as such provides supplemental recruitment for your agency. CIVC will match potential volunteers to available opportunities based on the information conveyed by the volunteer during the interview process.
- b. Public Service Announcements (PSA's) are written and distributed weekly by CIVC to available media, at the discretion of CIVC Director of Volunteer Services. Agency request for volunteers is also posted on the govolunteer.ca website.

7. Volunteer responds to request:

- a. Potential volunteers are interviewed in person or by telephone. Volunteer positions must not only be of tangible benefit to the agency, but rewarding and satisfying for the volunteer. The best volunteering takes place when the needs of both the agency and the volunteer are met.
- b. When a match has been made, CIVC may telephone your agency contact to clarify items pertinent to the match. To complete the referral, a copy of the CIVC Volunteer Registration Form will then be faxed or forwarded to you immediately.
- c. It is your responsibility to:
 - assess any volunteers we refer to your agency for suitability for placement;
 - ensure adequate screening procedures are in place, suitable to meet the needs of your agency;
 - screen all volunteers referred to your agency by CIVC, in accordance with your agency policies.
- d. Volunteers are usually interested in immediate placement. Please ensure that contact is made with the potential volunteer as soon as possible after the referral. If you do not feel that you will be able to place the volunteer immediately, please call and let them know your timelines. If this does not seem to meet their needs, please ask them to contact CIVC again and we will do our best to find them another placement.
- e. A specific person must be made responsible for providing volunteers with orientation, job descriptions, training, supervision, recognition and evaluation. This is necessary for effective volunteer service and ensures a positive experience for the volunteer. This individual should also be responsible for ensuring that the staff accept and cooperate with volunteers and respect the rights of volunteers.
- f. If the volunteer is not appropriate for the job, or if a volunteer would like a different assignment, contact CIVC so we can continue our recruitment efforts for you AND ensure the volunteer is referred for another position.

NOTE:

CIVC does not accept responsibility for screening volunteers for individual agencies.

Volunteers may be referred to one or more agency, based on their interests. They may also be referred solely for the purpose of exploring volunteer

opportunities within an agency, offering you the opportunity to educate and inform potential volunteers about your programs.

8. CIVC follow up:
 - a. Contact is maintained with the volunteer and the agency. The purpose of follow up is to:
 - determine if the referral was appropriate
 - determine if CIVC is meeting the needs of the agency and the volunteer
 - update information on the status of the volunteer
 - b. The information provided, assists us with assessing our programs and the quality of our services.

POLICIES

1. The Community Information and Volunteer Centre (CIVC) will accept requests for the recruitment and referral of volunteers for positions, which, in the opinion of CIVC offer a positive experience for the volunteer.
2. Volunteers will not be referred to individuals who make a direct request to CIVC for a particular service. These individuals should be referred to an agency, which can act on his/her behalf to meet their needs or request volunteer assistance on their behalf.
3. CIVC will not accept requests for recruitment and referral as follows:
 - a. Volunteers will not be referred to any denominational group if the purpose of the volunteer work is the propagation of religious beliefs.
 - b. Exceptions may be made, however, to church sponsored groups, such as CGIT, Guides or Scouts. Volunteers may also be referred to denominational groups engaged in community projects such as day care, after school care or camp, providing it is a non-profit service and not restricted to church members only.
 - c. Volunteers will not be referred to any political party or political organization for any reason.
 - d. Volunteers will not be referred to an organization where they are obliged to become a fee-paying member of the organization in order to be volunteers, or where they will be required to pay for orientation and training (beyond cost-recovery).
 - e. Volunteers will not be referred for positions that should normally be filled by paid staff, or for positions whose regular paid staff are on strike.
 - f. Volunteers will not be referred to agencies which discriminate as per the Individual Rights Protection Act or which discriminate on the basis of social status or income.

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Volunteer Recruitment and Referral Program

- g. Volunteers will not be referred to agencies, which offer honoraria in an amount, which would be interpreted as payment for service (however, payment for out-of-pocket expenses, i.e. bus fare, car expenses, babysitting, etc. are encouraged).
- 4. Volunteers will be interviewed, in person, whenever possible and then referred to the most appropriate position available.
 - a. CIVC will follow up with volunteers at designated intervals to ensure that the referral has been appropriate and that the volunteer is having a positive experience.
 - b. CIVC will follow-up with agencies at designated intervals to determine the status of the volunteer with the recruiting agency.
- 5. Any recruiting agency may arrange with CIVC for further on-site consultation for staff training or problem solving regarding recruitment, referral, program development or volunteer management.
- 6. CIVC shall, at our discretion, publicize requests for volunteers in available media to make volunteer opportunities known.
- 7. Evaluation shall be performed on a regular basis to ensure ongoing effectiveness and to provide recommendations for necessary change or improvement.
- 8. CIVC shall promote recognition of volunteers for their valuable contribution to the community.

MEMORANDUM OF UNDERSTANDING

Between

St. Albert Community Information & Volunteer Centre and

(Referral Agency)

CIVC...

- Maintains current information on the referral agency's purpose, programs and volunteer needs as provided by the referral agency.
- Accepts requests for volunteers from organizations, as outlined in the CIVC Volunteer Recruitment & Referral Policies.
- Will not accept direct volunteer referral requests from individuals. They will be referred to an agency that can make the request on their behalf.
- Publicizes, at their discretion, requests for volunteers in available media.
- Interviews potential volunteers to ensure appropriate referrals.
- Provides follow-up with volunteers/referral agencies at regular intervals to determine satisfaction.
- Offers consultation and assistance in volunteer recruitment, supervision, training, recognition, record keeping, management and problem solving.
- Provides a resource library and information on volunteerism.
- Promotes volunteerism, and recognition of volunteers for the valuable contribution to our community.

The Referral Agency...

- Designates one person to act as the Volunteer Coordinator, who will be the point of contact for CIVC Volunteer Services.
- Arranges a personal interview for referred volunteers.
- Notifies CIVC immediately of the suitability of referred volunteers.
- Provides volunteers with an orientation to your agency, a job description, training, supervision, recognition and evaluation necessary for effective volunteer service and satisfaction.
- Respects the rights of volunteers.
- Ensures staff accepts and cooperates with volunteers.
- Promptly notifies CIVC of any changes to agency information (mailing address, e-mail address, phone numbers, contact person).
- Provides CIVC with requests for each volunteer position available in a timely fashion.
- Provides CIVC statistical and evaluation information on volunteer referrals when requested.
- Ensures appropriate screening procedures are in place, based on the organization's needs.
- Is responsible for screening all volunteers referred by CIVC, and accepted to their organization.

CIVC Director of Volunteer Centre Services

Date

Agency Coordinator of Volunteers

Date

Fax Number

* Please complete and return to CIVC



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AGENCY DATABASE INFORMATION FORM

Please provide the following information and return to CIVC.

AGENCY NAME:

ADDRESS:

CITY:

POSTAL CODE:

TELEPHONE:

FAX:

EMAIL / WEBSITE:

EXECUTIVE DIRECTOR:

PHONE:

VOLUNTEER PROGRAM CO-ORDINATOR:

PHONE:

OTHER CONTACT PERSON:

PHONE:

POSITION:

DESCRIBE YOUR PROGRAMS/SERVICES:

DESCRIBE YOUR CLIENTS:

LIST ALL THE JOBS VOLUNTEERS PERFORM IN YOUR AGENCY:

Use reverse, or attach additional sheets if required

