

Volunteer Handbook



501(c)(3) Nonprofit, Grass Valley, CA

Welcome to Women of Worth (WoW)

As an organization that depends entirely on private funding, Women of Worth has thrived for 22 years because of caring volunteers. Our mission is made possible by your devotion and diligence, and we are thrilled and thankful you've decided to join the WoW Team.

Our Mission

WoW helps families in crisis, victims of domestic violence, sexual assault and human trafficking. We also offer programs to increase self-reliance and improve quality of life by helping victims rebuild their lives with dignity, hope and safety.

Volunteer Roles

We offer two types of volunteer roles: general operations and client operations. The requirements to volunteer are different for each type:

1. General Operations (GO) Volunteer Overview and Requirements

GO volunteers are assigned duties that do not involve direct interactions with clients. GO volunteer assignment choices may include events, administrative, specific projects, fundraising, community outreach, client needs fulfillment (groceries, laundry, pickups/drop-offs, etc.), or per volunteer request (as specified and approved).

To become an official volunteer for WoW, prospective GO volunteers must only complete the Application and Acceptance Procedure described in the next sections.

2. Client Operations (CO) Volunteer Overview and Requirements

CO volunteers are assigned duties that involve direct interactions with clients. They typically serve clients in trauma and abuse recovery, so assignment choices may include therapy/counseling, transportation, career and educational assistance, household chores, life skills training and mentoring, service and program access guidance, financial literacy education, legal assistance, health care guidance, or per volunteer request (as specified and approved).

To become an official volunteer for WoW, prospective CO volunteers must complete the Application and Acceptance Procedure described in the next sections, plus provide a current background check and participate in a 4-hour orientation on crisis and trauma care for victims and survivors of domestic violence, sexual assault, and human trafficking. Applicants may provide evidence of crisis/trauma care orientation in lieu of the 4-hour orientation.

Volunteer Application and Acceptance Procedure

All prospective volunteers are required to submit an application of interest at:

<https://www.volgistics.com/ex/portal.dll/ap?AP=2133326292>.

WoW staff will contact volunteer applicants within 3 business days of submitting the application to schedule an interview and orientation, during which staff and volunteer will discuss shared goals and potential volunteer assignments.

Upon signing an Assignment Agreement and Confidentiality Statement (see attached), each volunteer will receive a brief orientation relevant to their agreed assignment.

All volunteers are required to keep a valid ID or driver's license on file at Women of Worth. For volunteer work that requires driving in excess of to/from job site, volunteers are required to provide proof of valid driver's license and insurance.

Volunteer Responsibilities

While serving Women of Worth, volunteers must:

- Comply with all federal, state, and county laws; county health department regulations; Women of Worth policies and procedures; and the rules and regulations of any establishment at which work for Women of Worth occurs.
- Arrive to scheduled shifts on time.
- Notify WoW supervisor immediately with schedule changes.
- Clarify dress code with WoW supervisor prior to scheduled shifts.
- Wear a name tag.
- Act in a professional, courteous manner.

Confidentiality Requirement

All volunteers must agree to and sign the Volunteer Confidentiality Agreement (attached).

Volunteer Policies and Legal Notices

Equal Opportunity Public Benefit Agency

Women of Worth shall not refuse services in any program on the basis of disability, race, creed, color, sex, religion, national/ethnic origin, age, marital status, sexual orientation, veteran status or any other class protected by law in the administration of its programs, in the eligibility of program participants, or in the provision of services to applicants or clients.

Non-remuneration Policy

Under the law, Women of Worth cannot provide compensation for volunteer services. Volunteers agree to serve the agency free of charge with no expectation of monetary compensation, benefits (insurance, workers' compensation), or any form of remuneration.

Reimbursement Procedure

With prior approval, volunteers may be reimbursed for expenses occurred in performing duties for WoW. They must provide WoW staff with a receipt of goods purchased and used to complete assigned tasks to receive a reimbursement.

Workplace Grievance Protocol

Although we seek to provide a workplace in which all volunteers feel they are an important part of Women of Worth, and where volunteers feel fairly treated, there may be times when they have a dispute with a Women of Worth associate which can best be resolved through a formal procedure for dispute resolution. All disputes between any volunteer and Women of Worth are to be resolved in accordance with the following procedure. Women of Worth reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between the volunteer and Women of Worth or to constitute any part of a contract between the volunteer and Women of Worth.

Any dispute between the volunteer and Women of Worth may be resolved using this grievance procedure.

A grievance is a complaint by a volunteer concerning any matter related to the volunteer's assigned work with Women of Worth. All grievances must be in writing using the form available by request from the executive director. The volunteer must state clearly and concisely all the known facts related to the grievance, including who, what, where, when and why. They must clearly explain why they disagree with act or omission that forms the basis for the grievance and submit a specific request for remedy, including signature and date.

Procedure: Address the grievance by emailing or calling the Executive Director to request a grievance form and explain the grievance. This may be done orally in informal discussion. If informal attempts to resolve the matter are not successful, implement the formal grievance process: Submit the grievance in writing to Executive Director. Grievances must be submitted within 30 calendar days following the date volunteer first knew or should have known of the grievance. If volunteer does not submit the grievance within the 30 day period, they waive the right to assert it. The Executive Director will respond in writing within 10 days following receipt of grievance, including a 15-day time frame during which volunteer can respond with further explanation of grievance. The Executive Director will issue a final determination within 15 days of final volunteer response.

VOLUNTEER SERVICE AGREEMENT
FOR PUBLIC, CHARITABLE, OR RELIGIOUS FACILITIES ONLY

This Agreement, made on _____ [Date] by and between _____ [name or organization] hereinafter referred to as “charity”, and _____ [NAME], _____ [DOB], hereinafter referred to as “volunteer.”

Whereas, volunteer intends to donate services to the charity identified above, and said charity intends to accept the donation of volunteer services. NOW THEREFORE, in consideration of the mutual promises, the parties hereto agree as follows:

1. Volunteer agrees to donate services to charity in the capacity of _____ [TITLE]. Said services shall include, but may not be limited to:

2. It is mutually and expressly understood that volunteer services shall be donated, and that said volunteer is not entitled to nor expects any present or future salary, wages, or other benefits for these voluntary services.

3. Volunteer agrees to follow the supervision and direction of any personnel, employee, or volunteer, to whom volunteer has been assigned to perform services, and to participate in any training required by the charity in order to perform the voluntary services.

4. Volunteer agrees that he/she will not be considered to be an employee of the charity, for any purposes other than tort claims and injury compensation, while performing the above described voluntary services.

5. Volunteer further understands that if volunteer is responsible for injuries to third parties or damages to their property while acting outside the scope of assigned volunteer duties, that said volunteer may be held personally liable for any monetary damages a court may award to the injured party.

6. It is further understood and agreed to by volunteer that the services rendered to the charity shall apply only in the case of liability arising out of the ordinary negligence that occurs during the scope of the volunteer’s services agreed to herein, and that in no way do any of these provisions apply for the benefit of volunteer, his/her heirs, executors or administrators in any action arising out of gross negligence, willful misconduct, or any other conduct on the part of said volunteer, which cause or may give rise to criminal liability.

7. Volunteer further agrees that volunteer will fully cooperate with the charity and its agents in any investigation, lawsuit, arbitration, or any other legal proceedings that arise from the matters covered by this agreement. Volunteer further agrees to notify the charity immediately of any incident that occurs or may occur within the knowledge of the volunteer, which gives rise to liability on the part of the volunteer of the charity.

8. I understand that my volunteer assignment will begin on _____ and end on _____; and that I will spend approximately _____ hours per _____ providing volunteer services. I also understand that my volunteer assignment may be terminated at any time by either party to this agreement.

Emergency Contact Information:

Women of Worth Assigned Supervisor Contact Information:

_____	_____
Volunteer Signature	Date
_____	_____
Parent/Guardian Signature	Date
_____	_____
Women of Worth Staff Signature	Date

TO BE COMPLETED AT END OF VOLUNTEER’S SERVICE
VOLUNTEER TIME DONATED:
YEARS: _____ WEEKS: _____ DAYS: _____ HOURS: _____
SIGNATURE OF VOLUNTEER:
TERMINATION DATE:
TITLE/NAME OF SUPERVISOR:
SIGNATURE OF SUPERVISOR:
DATE SIGNED:

Volunteer Confidentiality Agreement

Respecting the privacy of our clients, donors, members, staff, volunteers and of Women of Worth itself is a basic value of Women of Worth. Keeping client information confidential is strictly enforced on and off the job at Women of Worth. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

Volunteers at Women of Worth may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of Women of Worth that such information must be kept confidential both during and after employment or volunteer service. Volunteers are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

As a volunteer for Women of Worth, I agree to the terms of this confidentiality statement.

Volunteer Signature

Date

WoW Staff Signature

Date