



# Volunteer Manual

Approved:   
Raymond Bivens, Director

*Date: July 8, 2020*

*Revised: June 11, 2021; September 27, 2021; January 31, 2024*

**Revised: May 15, 2025**

St. Mary's County Dept. of Recreation and Parks  
23150 Leonard Hall Drive  
Leonardtown, MD 20650  
(301) 475-4200 ext. 1800  
[webtrac@stmaryscountymd.gov](mailto:webtrac@stmaryscountymd.gov)

# Contents

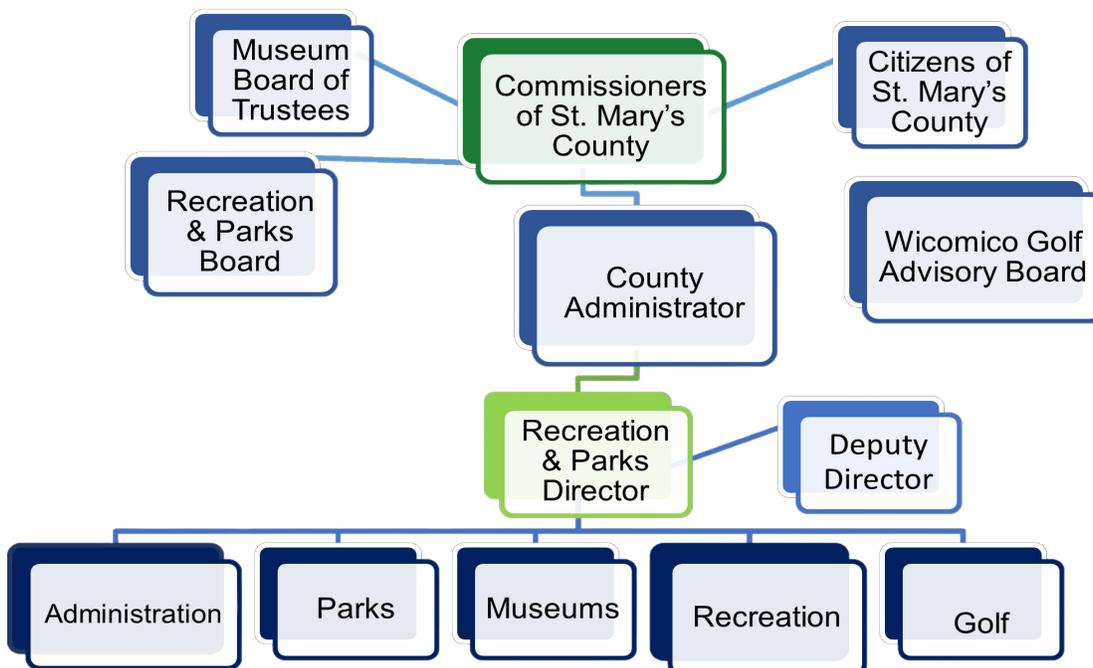
<b>OVERVIEW</b> .....	3
St. Mary's County Department of Recreation and Parks Volunteer Program .....	3
Administration, Recreation, Parks, Golf & Museums .....	4
<b>VOLUNTEER RECRUITMENT AND SELECTION</b> .....	5
Recruitment .....	5
Application Process .....	5
Non-Discrimination .....	5
Selection .....	6
Levels of Volunteers .....	6
Background Screening .....	6
Orientation .....	6
Supervision .....	6
Work Schedules .....	7
Recording Volunteer Time .....	7
Evaluation .....	7
<b>POLICIES AND PROCEDURES</b> .....	8
Groups .....	8
Liability Coverage .....	8
Confidentiality .....	8
Rules of Conduct .....	8
Harassment .....	9
Role, Duties and Responsibilities .....	9
Accidents and Injuries .....	9
Retention .....	10
Recognition of Volunteers .....	10
<b>APPENDIX DOCUMENTS</b> .....	11
A - Receipt & Acknowledgement of Volunteer Manual .....	12
B - Sample Job Descriptions .....	13
C - Volunteer Applications .....	16
D - Background Screening Disqualifying Offenses .....	17
E – Sample: Volunteer Exit Interview Form .....	18
F – Sample: Exit Interview Form .....	19

## OVERVIEW

### St. Mary's County Department of Recreation and Parks Volunteer Program

St. Mary's County Department of Recreation and Parks (the Department) appreciates our dedicated and skilled volunteers. Volunteers provide direct services and expertise that contribute to the overall customer satisfaction of programs and activities. In turn, volunteers benefit from having meaningful work, personal satisfaction, community involvement and leadership opportunities provided by the Department's Volunteer Program. No matter where volunteer service is conducted—in our parks, museums, recreational programs or at the golf course—we recognize the value of your time and talents and greatly appreciate your assistance!

The Department has an established Volunteer Program that mutually benefits the Department, the community, and our valued volunteers. This Volunteer Manual outlines the Volunteer Program and manages our volunteer efforts that support the Department's mission and vision. We strive to provide interesting and rewarding volunteer opportunities that meet the needs of all involved.



## **Administration, Recreation, Parks, Golf & Museums**

Through the Department's Director, the Administration Division provides direction, management and supervision of the Department of Recreation and Parks' five Divisions. The Director serves as the staff liaison to three (3) advisory boards - the Recreation and Parks Board, the Wicomico Shores Golf Advisory Board, and the Board of Trustees for the Museum Division.

The Director's responsibilities include:

- Establishing goals and objectives,
- Developing the St. Mary's County (County) comprehensive recreation planning document/parks and recreation master plan (Land Preservation, Parks & Recreation Plan or LPPRP);
- Developing and administering departmental budgets (operating, capital improvement projects (CIP) and two (2) enterprise funds);
- Managing personnel and programs; and
- Implementing various operational policies and procedures.

The following summary provides a snapshot of the work conducted by the Department's other four divisions:

- The Recreation Division is responsible for planning, implementing, supervising and evaluating a broad range of recreational programs, services, activities, events and facilities for County residents of all ages and abilities. Programs are self-supported via an enterprise fund.
- The Parks Division provides the grounds, turf and facility maintenance using established standards at 95 parks, public landings and county buildings. The Division is also responsible for maintaining and overseeing approximately 2,700 acres of county government property. This includes nearly 1,400 acres of parkland and 630 acres of grass cutting by a contractor at county parks, public landings and areas surrounding county buildings.
- The Wicomico Shores Golf Course is a 145-acre recreational facility providing golf, food service and banquet facilities. The operation is primarily self-supporting and is also administered through an enterprise fund. Wicomico Shores includes an 18-hole golf course, practice facility, golf shop, and Riverview Restaurant and banquet room.
- The Museum Division collects, preserves, researches and interprets the historic sites and artifacts that illustrate the natural, cultural and social histories of: St. Clement's Island and the Potomac River; Piney Point Lighthouse, Chesapeake Bay and U-1105 Underwater Shipwreck Preserve; and Drayden African American and Charlotte Hall schoolhouses.

**Vision** - *“A leader in cultivating exceptional leisure experiences in our community.”*

**Mission** - *“To provide an enriched quality of life for the community through the preservation of natural, cultural and historical resources, enhancement of parks and outdoor spaces, and promotion of a variety of leisure experiences.”*

## **VOLUNTEER RECRUITMENT AND SELECTION**

### **Recruitment**

During certain times of the year, various volunteer positions may be available within the Department. Positions will be advertised via one or more of the following: Department’s website [www.stmaryscountymd.gov/recreate](http://www.stmaryscountymd.gov/recreate), on social media, e-newsletters, at various departmental facilities, and through word of mouth. Division managers or designees are responsible for recruiting volunteers for their facilities, programs, and events. The Department maintains recruitment procedures to ensure that engaged and qualified and volunteers are selected for the department. All appropriate and reasonable efforts will be made to match volunteers possessing certain interests and skills to available volunteer positions. Ultimately, the focus is to ensure volunteer efforts are harnessed to benefit everyone involved.

### **Application Process**

All volunteer candidates must complete the applicable volunteer application, release and waiver of liability, and background screening forms. Volunteers under the age of 18 must have the written consent of a parent or guardian prior to volunteering. Forms are available online at [www.stmaryscountymd.gov/recreate/recreationjobs](http://www.stmaryscountymd.gov/recreate/recreationjobs).

### **Volunteer Organizations**

The Department accepts as volunteers those who are part of other organizations (e.g., private and non-profits, corporate volunteers). In these cases, an Agreement for Volunteer Services and Release and Waiver of Liability, Assumption of Risk, and Indemnity Agreement must be in place with the organization which specifies the terms and conditions of the volunteer service as indicated on the volunteer application.

### **Non-Discrimination**

St. Mary’s County government and the Department do not discriminate on the basis of race, ethnic group, religion, national origin, sexual orientation, marital status, age, disability, gender, or any other classification protected under applicable law.

## **Selection**

Those individuals interested in volunteering in a variety of capacities with the department will be required to complete the online volunteer application providing information related to previous volunteer experience, interest in volunteering with the department and how their related experience can contribute as a positive and productive volunteer. Some programs may choose to coordinate an in-person interview if the scope of duties and require a deeper understanding of past experiences. The application, and/or interview, will be assessed by the assigned program coordinator, volunteers will be contact for assignment and schedule. Youth sports coaches will also be required to complete various training courses specific to the sport.

## **Levels of volunteers**

Level 1- Special event volunteer- never unsupervised, volunteering 3 or less times a year.

Level 2- Occasional/Seasonal volunteer- Periodic volunteer work (4 or more times a year) for specific projects or seasons. Includes Volunteer Sport Coaches, work maybe unsupervised.

Level 3- Regular Volunteer- work a regular ongoing or long-term schedule of hours

## **Background Screening**

Per policy, background screening is performed through NCIS, CJIS and/or by the State of Maryland (summer camp and school age centers) as appropriate depending upon the volunteer assignment at no cost to the volunteer.

### **NCSI – Volunteer Background Checks**

For LEVEL 1&2 volunteer- They will need to complete the NCSI background check form following the directions for submission.

### **CJIS & FBI National Background Check - Fingerprinting**

For LEVEL 3 volunteers who will participate in events or programs on a regular, on-going or long-term basis they will need to schedule an appointment with the St. Mary's County Sheriff's Office for LiveScan fingerprinting.

Volunteer positions with licensed summer camps will require a CJIS and FBI National Background Check and a health release form with the Maryland Department of Health in addition to the department requirements. Forms will be made available by the camp program coordinators. Completed forms must be returned to the program coordinator.

Volunteer positions with School Age Care centers will require compliance with COMAR 13A.16.06 (Staff Requirements) regulations and may include additional clearances, medical forms and training. These forms will be provided by the Program Coordinator.

By signing the appropriate Background Screening Consent form (sample Appendix D), the volunteer provides the Department with consent for an initial background check as well as any subsequent background checks deemed necessary throughout the length of the volunteer assignment with the Department.

## **Orientation**

Selected volunteers are required to participate in an orientation meeting prior to beginning assignments. Supervisors will inform the volunteer of when and where the orientation will occur. The session may include departmental information on mission and vision, informational videos, site visits and on-the-job instruction. Volunteers will be provided a volunteer identification card by the Supervisor.

## **Supervision**

All volunteers will be provided with appropriate procedures, guidance and clearly defined duties for the volunteer assignment. Volunteers will receive frequent interaction and assistance from their supervisors. Volunteers are held to the same performance and behavior standards as paid employees.

## **Work Schedules**

Volunteer work schedules are varied and are assigned by the immediate Supervisor. Volunteers are expected to perform duties per the assigned schedule and are required to inform the Supervisor as soon as possible if they are to be absent. Volunteers will be notified as soon as possible in the event of program or event cancellation. All reasonable efforts will be made to balance program or activity needs and outcomes with the desired work schedules of volunteers.

## **Recording Volunteer Time**

Managers will track volunteer hours worked and report hours in monthly and annual reports. All volunteer hours are to be tracked on same form found at:

**S:\FULL TIME\ADMINISTRATION\Monthly Reports\Volunteer Hours – Monthly Reports.** If the volunteer is seeking credit for hours for other programs, internships, or certifications, it is the volunteer's responsibility to ensure hours are tracked appropriately. Certificates or letters confirming hours will be made available upon request.

## **Evaluation**

Regular and/or continuous volunteers (Level 3) will be provided annual evaluations, as will merit employees except for group volunteer organizations. Supervisors will schedule the evaluation and conduct the meeting in a manner that provides feedback, constructive criticism and additional guidance on the position if needed. This time is

also beneficial to collect feedback and ideas from the volunteer on the Volunteer Program or other improvements. The primary goal is to enhance the volunteer relationship and recognize volunteers for a job well done.

However, if the volunteer experience is not progressing as planned, the supervisor will inform the volunteer of options for reassignment in the event a position is not “a good fit” for one or both parties. One or both parties may also desire to be released from the assignment. Reasons for release from assignment could be, but not limited to: schedule conflicts or time constraints; excessive absences or tardiness; gross misconduct or insubordination; being under the influence of alcohol or drugs; theft or misuse of property; abuse or mistreatment of participants or staff; failure to follow policies and procedures; or failure to satisfactorily perform assigned duties.

Upon the conclusion of service, volunteers are required to return identification badges and any other County property to the assigned Supervisor. The exit interview form should also be completed at this time for Level 3 volunteers. Managers should report the removal of any Level 3 volunteer to the Recreation Division Manager for removal from the CJIS Active Alert List.

## **POLICIES AND PROCEDURES**

### **Groups**

Non-Profits, organizations, and businesses may volunteer as a group. The group leader will complete and sign the Agreement for Volunteer Services and release and waiver of Liability, Assumption of Risk and Indemnity Agreement. Organizations are responsible for ensuring volunteers under their supervision are aware of and follow all volunteer rules and expectations outlined in the Volunteer Manual. Organizations will provide the Department with a list of volunteer’s names and dates and times of service. Organizations are responsible for evaluating their volunteer’s performance.

### **Liability Coverage**

St. Mary’s County Government provides liability coverage for volunteers for the negligent acts of volunteers serving in the scope of their volunteer job description through the Local Government Insurance Trust (LGIT).

Volunteers are required to sign a “Release and Waiver of Liability” form (Appendix E). The Release and Waiver of Liability does forever discharge and hold harmless St. Mary’s County Government and its successors and assigns from any and all liability, claims, and demands of whatever kind and nature, either in law or equity, which arise or may hereafter arise from volunteer’s activities with St. Mary’s County Government.

## **Confidentiality**

The Department has systems in place to provide confidentiality and privacy to applicants, staff, volunteers and participants. Personal information is retained in a confidential manner in the Department's main office and is further governed by the County's Records Retention and Disposal policy which stipulates that time and attendance records are retained for five (5) years and personnel records are retained for seven (7) years or until end of service.

Staff and volunteers are expected to keep confidential all personal information regarding applicants, staff, volunteers, or participants. Personal information must not be shared with others unless there is a legal requirement to do so; if questions or concerns arise, volunteers should contact their assigned Supervisor.

## **Rules of Conduct**

Volunteers, as representatives of St. Mary's County Government and the Department, are required to exhibit a positive image to the community. They are to always maintain a professional demeanor with coworkers and patrons. Volunteers should dress as stipulated by the Supervisor for the anticipated work conditions and performance of the position or duties assigned. The Department will not be held liable for damage to the volunteer's clothing or accessories during volunteer assignments.

## **Harassment**

The Department strives for a volunteer experience that is rewarding, pleasant and free from aggression, hostility, intimidation, or other offensive behaviors which would negatively impact the performance of volunteers. The Department will not tolerate any unwelcome advances and behaviors or verbal or physical contacts of sexual or discriminatory nature by staff, volunteers, or customers. Harassment may include, but is not limited to, inappropriate jokes, words (written or spoken), pranks, physical contact, threats, or violence. Any suspected examples of harassment should be reported to the immediate Supervisor as soon as possible.

## **Role, Duties and Responsibilities**

The Department requires that all employees and volunteers demonstrate professional, moral and ethical behavior in their interactions with other employees, citizens, program participants and others.

The role of volunteers is to provide direct service support to staff as assigned in the delivery of programs, activities, and events for the citizens of St. Mary's County.  
Roles

can be ones of advisement, assistance, development and even leadership, depending on the position and skills of the volunteer.

The duties of each assignment are outlined to the volunteer during orientation. Duties may include but are not limited to: help with landscaping or other work at parks or public landings; volunteer coaching; museum assistance; event planning and coordination; summer camp assistance; and program registration.

Volunteer responsibilities include: commitment to follow all Departmental policies and guidelines; being prepared for each work day or assignment; contacting supervisor when policy or action is unclear; and provide constructive criticism. Volunteers with the Department can expect fun, challenging and rewarding assignments; appropriate training and clear instructions; advice and support from supervisor; and can look forward to appropriate recognition.

The Department expects the relations between volunteers and paid staff members will be based on cooperation and mutual respect.

### **Accidents and Injuries**

Volunteers must report every injury or accident immediately to their supervisor. Supervisors will complete necessary forms and follow the same County reporting procedures for volunteers as they do with full-time and part-time/hourly staff. In the event that an injury is life threatening and or requires immediate medical attention, immediately CALL 9-1-1.

Volunteers are not covered for illness or injuries to themselves by County insurance.

### **Retention**

Retaining our valued volunteers is vital to the success of programs, activities and events. Retention of experienced volunteers saves significant time and resources and has positive effects on programs and participants. Strong volunteer retention helps promote a positive image for the Department and staff. The Department provides the following in an effort to promote volunteer retention:

- Offers rewarding opportunities for volunteers;
- Places volunteers in positions where they can make the most impact;
- Matches volunteer experience and interest with appropriate positions;
- Provides clear and concise communication and information;
- Seeks ways to make volunteer positions fun and interesting;
- Provides opportunities for feedback;
- Promotes team atmosphere by including volunteers in staff meetings, activities and training as appropriate;
- Celebrates achievement through the Volunteer Recognition Program.

## **Recognition of Volunteers**

The Department has established practices to recognize our valued volunteers. The Department generally confers certificates of appreciation during a volunteer and hourly employee recognition ceremony before a televised Recreation and Parks Citizen Advisory Board meeting twice a year. Certificates are presented by the Recreation and Parks Board, Department Director, Deputy Director and Division Manager. Individual Divisions hold volunteer recognition luncheons and provide certificates, pins, or other awards as necessary throughout the year.

## **APPENDIX DOCUMENTS**

A - Receipt & Acknowledgement of Volunteer Manual

B - Sample Job Descriptions

C - Volunteer Application, Waiver of Liability & Background Screening Process

D – Background Screening Disqualifying Offenses

E - Exit Interview Form

F -Volunteer Evaluation Form (LEVEL 3)

## Receipt and Acknowledgement of Volunteer Manual

I acknowledge that I have been provided with a copy of the St. Mary's County Department of Recreation and Parks (the Department) Volunteer Manual (Manual), also located on the website [www.stmaryscountymd.gov/docs/volunteermanual.pdf](http://www.stmaryscountymd.gov/docs/volunteermanual.pdf). I understand that it is my responsibility to familiarize myself with its contents. I also understand that:

- The manual contains policies and procedures relating to the Department's volunteers.
- The manual is not a contract between the volunteer and the Department or the St. Mary's County Government.
- The volunteer relationship is at will and may be terminated by either party for any reason, with or without cause or warning.
- I agree to contact my immediate supervisor or an administrator if a rule, policy or procedure is unclear to me.
- When updates to the Manual are made, the revised Manual will be posted on the Department's website and volunteers will be notified.

I further understand that any and all of the rules, policies, procedures and benefits referred to in the Manual may be updated, modified, discontinued or supplemented at any time at the discretion of the Department and/or St. Mary's County Government.

I agree to follow the policies and procedures outlined in the Department's Volunteer Manual as they pertain to my service as a volunteer for the Department.

## Sample Volunteer Job Description

### Special Events Volunteer

---

The St. Mary's County Department of Recreation and Parks Recreation Division is responsible for planning, implementing, supervising and evaluating a broad range of recreational programs, services, activities, events and facilities for St. Mary's County residents of all ages and abilities.

This volunteer position provides support for special events by performing tasks before, during and following events.

---

**Special Skills** desired, but not required, include local historical knowledge (or the willingness to learn it), basic knowledge of cash register operations, and basic knowledge of sports, museums, parks and events. Excellent understanding of written and oral directions; good communication and public relations skills; and pleasant demeanor are required.

---

**Job Summary:** Assists with a wide variety of tasks in support of special events sponsored by the St. Mary's Department of Recreation and Parks.

---

### Essential Functions:

- Reports directly to assigned Supervisor, Specialist, Coordinator or Manager
  - May solicit donations of items
  - Assist with advertising the event
  - Preparation and decorating for events
  - Setup and break down of event spaces
  - May assist with event registration
  - May assist patrons on day of event
  - May be required to attend meetings in preparation for events
  - Performs other duties as assigned by Supervisor
- 

The hours for this position are flexible, based on the hours of operation of sites and events. This position requires a minimum of 2–4 hours of assistance on the day of event(s). This volunteer position may be a one-time event.

Positions may be available at various Recreation Division locations.

Supervisor: Recreation Division Manager, Coordinator, Specialist or designee.

## Sample Volunteer Job Description

### Volunteer Coach

---

The St. Mary's County Department of Recreation and Parks Recreation Division is responsible for planning, implementing, supervising and evaluating a broad range of recreational programs, services, activities, events and facilities for St. Mary's County residents of all ages and abilities.

This volunteer position provides support for youth sports programs, sports camps and events.

---

**Special Skills** desired, but not required, include knowledge of various sports and sports programs (or the willingness to learn it). Excellent understanding of written and oral directions; good communication and public relations skills; and pleasant demeanor are required.

---

**Job Summary:** Assists sports staff with a wide variety of tasks in support of sports programs sponsored by the St. Mary's County Department of Recreation and Parks.

---

### Essential Functions:

- Reports directly to assigned Supervisor, Specialist, Coordinator or Manager
  - Acts as program assistant only and not responsible for groups of children
  - Preparation, set up and break down of sporting programs and activities
  - May assist with event registration
  - Will be identifiable via badges, shirts, hats or jackets provided by the Department
  - Will be required to be familiar with emergency plans and procedures
  - Performs other duties as assigned by Supervisor
- 

Volunteers will be provided with necessary training required by the program.

The hours for this position are flexible, based on the hours of operation of sites, programs and events. This position requires a minimum of 2–4 hours of assistance on the day of program or event(s). This volunteer position may be a one-time event.

Positions may be available at various locations.

Supervisor: Sports Coordinator or designee.

## Sample Volunteer Job Description

### Museum Assistant

---

The St. Mary's County Department of Recreation and Parks Museum Division is responsible for the collection and care of the history and culture of the area. Not only does it preserve artifacts, it also preserves stories—the stories of the people from the first inhabitants through to modern-day residents. The Museum Division operates 4 sites: The St. Clement's Island Museum, Piney Point Lighthouse Museum and Historic Park, Drayden African American Schoolhouse, and the Old Jail Museum.

This position is vital to the daily running of the four sites. The Museum Assistants serve as the front-line staff in dealing with the public and oversee the gift shop sales. They also serve as tourism advocates in helping visitors find their way around St. Mary's County.

---

**Special Skills** include local knowledge (or the willingness to learn it), pleasant demeanor in dealing with the public, basic knowledge of cash register operations, and a desire to learn how a museum runs from the inside out.

---

**Job Summary:** Greets visitors to the museum; performs gift shop and admission sales; maintains daily financial and attendance records; gives guided walking tours; and performs other duties as assigned.

---

#### Essential Functions:

- Reports directly to Site Supervisor
  - Open and close museum facilities
  - Greets public, conducts tours for all age groups, and gives directions to other attractions and visitor services
  - Light housekeeping duties & maintenance;
  - Light grounds maintenance and gardening
  - Operates museum gift shop and electronically processes admissions payments
  - May assist with other gift shop duties
  - May maintain boat manifest and communicate and coordinate water taxi trips with boat Captain
  - May be asked to assist with museum / park program and exhibit planning and presentation
  - Performs other duties as assigned by Supervisor
- 

The hours for this position are flexible, based on the hours of operation of the sites.

March 25 – October 31 = 10am to 5pm 7 days a week

November 1 – March 24 = Noon to 4pm 7 days a week

Supervisor: Museum Division Manager or designee.

Positions available for Museum Assistant may be available at Piney Point Lighthouse Museum, the St. Clement's Island Museum, Drayden African American Schoolhouse and the Old Jail Museum.

## **VOLUNTEER APPLICATION & Required Forms**

All volunteers will be required to complete the online volunteer application. The application includes required contact information, references, release & liability waivers and background check requirements.

Form is located at: [www.surveymonkey.com/r/VolunteerApplicationRelease](http://www.surveymonkey.com/r/VolunteerApplicationRelease)

Form includes the following required information:

- Contact & References
- Intent for Volunteering
- Previous Experience
- Program of Interest
- Indemnification Statement
- Release of Liability Waiver
- Background Screening Process
- Acknowledgement: Receipt of Volunteer Manual
- Group & Organization Volunteers

## Recreation & Parks Disqualifying Offenses

### Disqualifying Offenses

A person will be disqualified and prohibited from serving as a volunteer if he or she has been found guilty or has entered a plea of guilty or nolo contendere (no contest), regardless of the adjudication for any of the disqualifying offenses. A review process of the disqualifiers will be conducted on an as needed basis and will be reviewed by the Recreation & Parks Board.

1. **All Sex Offenses** – Regardless of the amount of time since offense.

Examples: Child molestation, rape, sexual assault, sexual battery, sodomy, prostitution, solicitation, indecent exposure, etc.

2. **All Felony Violence** – Regardless of the amount of time since offense.

Examples: Murder, manslaughter, first-degree assault, kidnapping, robbery, first-degree burglary, second-degree burglary, third-degree burglary, etc.

3. **All crimes against children** – Regardless of the amount of time since offense.

Examples: Child abuse, child neglect, etc.

4. **All Felony Offenses other than violence or sex** – within the past 10 years from time of arrest.

Examples: Drug-related theft, fraud, etc.

5. **All Misdemeanor Violence** – within the past 7 years from time of arrest.

Examples: second-degree assault, domestic violence, hit and run, etc.

6. **All Misdemeanor drug and alcohol offenses** – within the past 5 years or multiple offenses in the past 10 years from time of first arrest.

Examples: Driving under the influence, simple drug possession, drunk and disorderly, public intoxication, possession of drug paraphernalia, etc.

7. **Any other misdemeanor** within the past 5 years from time of arrest that would be considered a potential danger to children or is directly related to the functions of that volunteer.

Examples: Contributing to the delinquency of a minor, providing alcohol to a minor, theft – if a person is handling monies, etc.

8. **Open Charges** – Persons with any open charges for disqualifying offenses shall be restricted from volunteering until the active case is brought to resolution or the charges are dropped.

**SAMPLE Volunteer Exit Interview**

St. Mary's County Department of Recreation and Parks (Department) values the opinions of our volunteers. Your response to this questionnaire will assist us in meeting the needs of our volunteers and improving the overall volunteer experience. All information provided will remain confidential and only shared with Department Administrators for future planning purposes.

Volunteer: Please complete this form and return to the appropriate Division Manager. If you were supervised by the Division Manager, then return the form to the Director. Thank you for your feedback!

1. What is your main reason for leaving your volunteer position with the Department?
2. What did you enjoy most about the position or the experience?
3. What did you dislike about the position or the experience?
4. What improvements would you suggest to enhance the volunteer experience of this position?

Volunteer Name:

Volunteer Position/Program:

Date:



## SAMPLE Volunteer Evaluation Form

**Volunteer Name:** \_\_\_\_\_

**Volunteer Position:** \_\_\_\_\_

**Evaluation Period: From:** \_\_\_\_\_ **To:** \_\_\_\_\_

**Evaluation Scale:** 1 = Above Average; 2 = Good; 3 = Fair; 4 = Needs Improvement

### Professionalism

- \_\_\_\_\_ Understands the Mission and Vision of the Department
- \_\_\_\_\_ Works well as part of a team or independently
- \_\_\_\_\_ Shows interest and enthusiasm for assignments
- \_\_\_\_\_ Displays patience and tact in working through difficult situations

### Responsibility & Reliability

- \_\_\_\_\_ Reports for volunteer assignment(s) on time and ready to begin work
- \_\_\_\_\_ Understands direction as provided by supervisor and is willing to ask questions when in doubt
- \_\_\_\_\_ Completes assignments in timely and effective manner

### Effectiveness

- \_\_\_\_\_ Displays effective communication skills with staff and the public
- \_\_\_\_\_ Welcomes opportunities to learn new processes or procedures
- \_\_\_\_\_ Shares experience/expertise that could enhance assignments, processes, or tasks

### Comments:

Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_