

Hawkeye Area Community Action Program, Inc.	Policy # 240
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Volunteer Workforce	Effective: March 1, 2013
	Revised: May 25, 2023
APPROVED BY: HACAP Board of Directors	

Policy Statement

HACAP will recruit, train, and use volunteers to assist program staff. Every effort will be made to ensure that the skills, interests, and talents of volunteers are matched to the needs of the agency. The agency will ensure that the donated time, skills, and/or products of volunteers are properly recorded and recognized.

Standard Operating Procedure

Target Audience

All HACAP employees who would come in contact with a volunteer.

Necessities

- Age 18 + unless accompanied by an adult.
- Must be able to perform any physical demands of volunteer role.
- Valid driver’s license and auto insurance, if role involves driving.
- Must agree to Warehouse Safety Standards (Food Reservoir only).
- Background checks will be run on requirements from federal grants/contracts.

Implementation Steps

- All HACAP volunteers must go through the process of applying and working with a Volunteer Manager or Volunteer Coordinator to find the best fit for volunteering.
- HACAP’s Volunteer Manager and Program Coordinators implement an orientation process. Once volunteers are assigned to a role that aligns with their interests and meets their requirements, HACAP provides a pre-orientation, conducted by HACAP’s Volunteer Manager or the Program Coordinator who manages their role. The volunteer orientation can be given in person, via email, over the phone, or by narrated video. The delivery method is left up to the discretion of our volunteers based on their availability. The pre-orientation consists of the following four sections:

Section 1: “Who We Are” – defining Community Action and providing an overview of HACAP’s organizational structure, our community presence and impact, and our organizational mission.

Section 2: “What We Do” – Discussing needs in our community and HACAP’s innovative programming guided by our mission and strategic initiatives. In this section, we place

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special emphasis on community needs that relate to the program our volunteer will support, how their program helps solve local problems and the positive results that are achieved.

Section 3: “How to Help” – Emphasizing the importance of our volunteers and community partners, and their role within our organization helping them to see the larger, positive impact that their contributions will make on our agency and community.

Section 4: Overview of health/safety/security precautions.

- Volunteers must track and record time for staff and agency reporting purposes.

Process Manager

This policy was written by the Human Resource Department for use by all HACAP operations. Questions regarding this policy should be directed to the Human Resources Department at 319-393-7811.