

Volunteers

What gifts will you share

Message from the *City Manager*



Bringing a meal to a housebound citizen, clearing a trail or reading to a child are among the countless ways volunteers make Newport Beach a better place to live. Volunteers also help the City offer programs that enhance the quality of life in Newport Beach. Citizen police, youth sports leagues of Newport Beach and adult literacy courses are some of the value-added services provided by the City thanks to the efforts of volunteers.

Without donations of time, talent and energy by volunteers, the City would not be able to offer these services. This partnership creates a very responsible use of resources.

In addition to assisting the City, volunteering can also bring immense personal rewards. Helping a child paint a picture, or teaching an adult to read, can be an incredibly gratifying experience.

We encourage you to explore the many opportunities available through Newport Beach's volunteer program. If you are not certain where to start, we will assist you in finding a volunteer opportunity that matches your skills and interests.

Volunteering is truly one of the greatest acts of public service. Thank you for your interest in volunteering for Newport Beach and partnering in the efforts to continually improve the quality of life in our community.



Handbook for *Volunteers*

“Volunteers are not paid because they are worthless, but because they are priceless”

— Unknown



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The volunteer

The City of Newport Beach is committed to creating the best possible relationship with our volunteers. Part of that commitment involves establishing a clear understanding of the expectations for volunteers. Those expectations, defined below, are the natural extension of the high level of commitment Newport Beach extends to its volunteers.

Definition of a volunteer

A volunteer is an individual who, beyond the confines of paid employment and normal responsibilities, contributes time, talent and service to assist the City in the accomplishment of its mission. Volunteers make a valuable contribution to the City and its mission to provide high-quality service.

Volunteer development

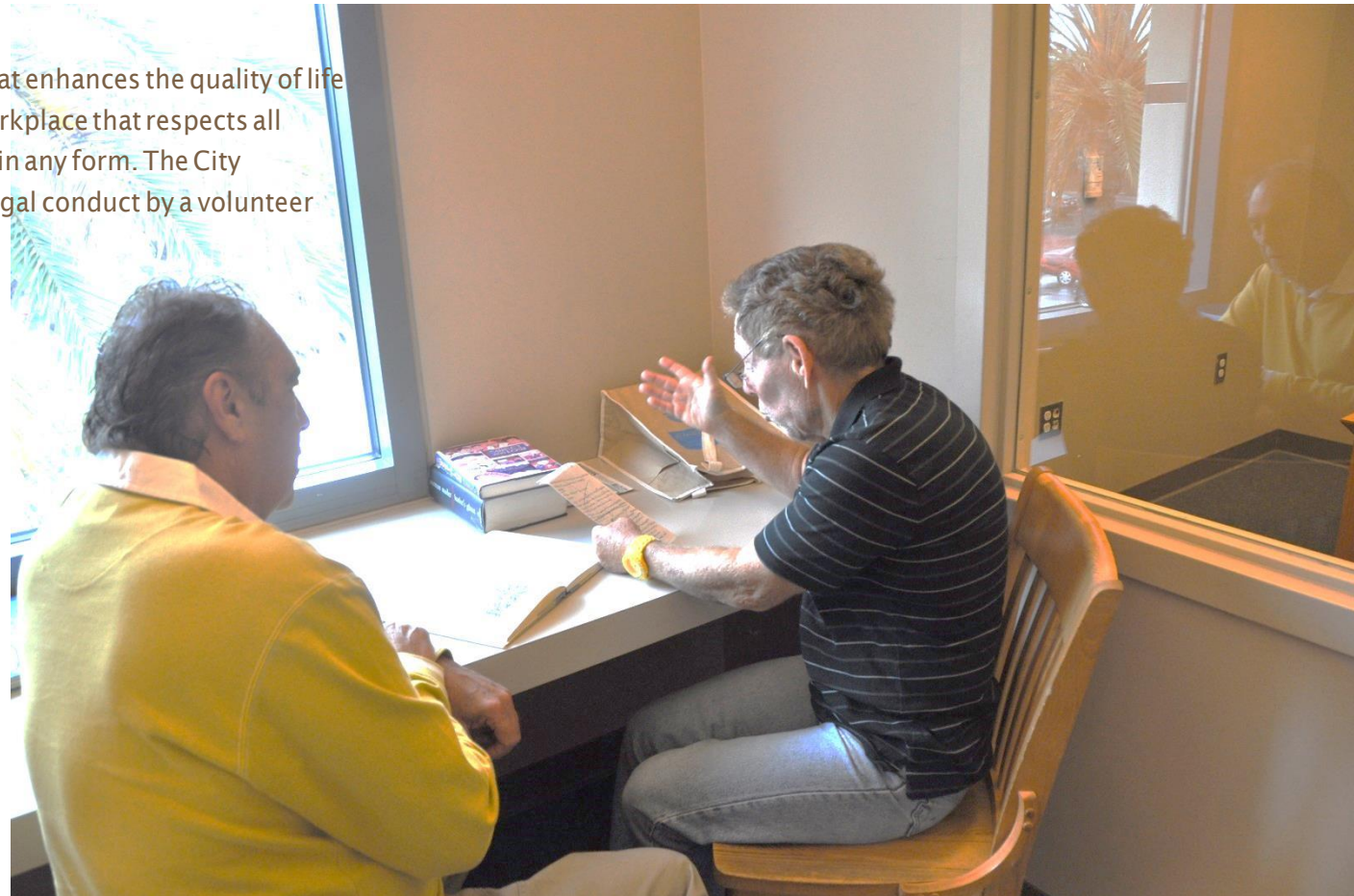
We encourage volunteers to improve their level of skill and understanding. Periodically, volunteers may be offered the opportunity to participate in training seminars while volunteering with the City.

Parameters

In harmony with its mission to provide top-quality service that enhances the quality of life in Newport Beach, the City is committed to maintaining a workplace that respects all individuals and is free from discrimination and harassment in any form. The City complies with all federal and state laws. Unacceptable or illegal conduct by a volunteer will result in termination of the volunteer assignment.

“You can easily judge the character of a man by how he treats those that can do nothing for him.”

— James D. Miles



Process to become a volunteer

We appreciate your willingness to join with the City of Newport Beach in our quest to expand our services and enhance the quality of life in our community. Let us walk through the steps necessary to become a volunteer.

Recruitment and selection

You can find a vast variety of volunteer opportunities on our website, <http://www.newportbeachca.gov/how-do-i-/find/volunteer-opportunities>. Each department handles their own volunteer opportunities, so the assignments are tailored to the programs needs.

We want to match your skills and interests and there are many great opportunities available. Once you pick your volunteer assignment, the supervisor of that area will briefly interview you.

Screenings

We respect and value our volunteers; however, for the safety of our residents, employees and other volunteers, we may require you to complete a background check. Volunteers may be “fingerprinted” using Livescan technology. The search will look for criminal convictions, arrests that indicate active prosecutions and outstanding warrants.

A health screening, such as a TB test, may be required prior to some volunteer assignments. Once you have successfully completed all necessary screening and paperwork, you will be considered for acceptance as a volunteer.

“The smallest act of kindness is worth more than the grandest intention.”

— Oscar Wilde.

“Be the change you want to see in the world.”

— Mahatma Gandhi



<http://www.newportbeachca.gov/how-do-i-/find/volunteer-opportunities>

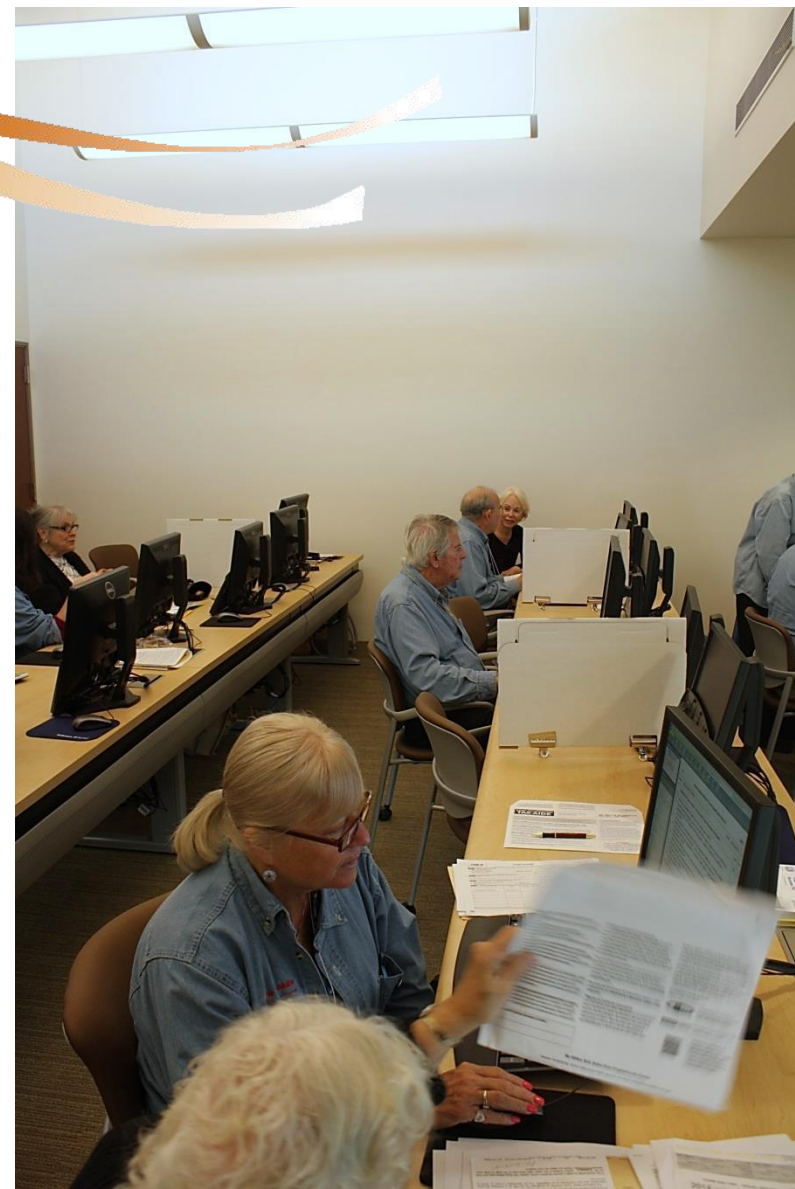
Process to becoming a volunteer

Position descriptions

Once you have selected which department you are interested in volunteering in, the volunteer supervisor can provide you with a position description of duties and responsibilities, if available. All position descriptions include an outline of responsibilities and a listing of qualifications. The supervisor will show you your work area, if applicable, and give you a general overview of the local government functions handled by that department.

Orientation and training

If needed, you will receive specific, on-the-job training to provide you with the information and skills necessary to perform your volunteer assignment. Every attempt will be made to be sure the training methods are appropriate to the demands of the position and your capabilities and interests.



“The greatest virtues are those which are most useful to other people.”

— Aristotle

Volunteer guidelines

At the City of Newport Beach, we feel strongly that the relationship between the volunteer and the City should be mutually beneficial, helping both the volunteer and the City fulfill their goals through a synergy that enhances all efforts. Following are some parameters that have been set to help establish that relationship and track our volunteer program initiatives.

Code of conduct

Each of us is responsible, every day, for our own behavior and the decisions we make. As a volunteer for the City, you directly affect the residents and the community. We ask you to be responsible for conducting yourself with the highest standards of professional and ethical conduct while representing the City of Newport Beach. We expect volunteers to be courteous and uphold the City's Core Values of responsibility, initiative, integrity, excellence service and teamwork.

Activities that could raise questions as to the City of Newport Beach's honesty and impartiality are strictly reviewed. In an effort to maintain its high standards of conduct, the City of Newport Beach operates under the following Code of Conduct:

No volunteer shall: for personal benefit, use the name, emblem, endorsement, services or property of the City, nor seek any financial advantage or gain as a result of City affiliation. Volunteers may not utilize any City affiliation in connection with the promotion of partisan policies, religious matters or positions on any issue not in conformity with the position of the City. Disclosure of confidential City information that is available solely as a result of your volunteer efforts is prohibited.

Conflict of interest

The City has a legal obligation to operate in the best interests of its residents. If you have an affiliation or financial interest with an organization that may present a conflict with those interests, disclose that conflict to the volunteer supervisor of your department. Refrain from being involved in any decision-making process relating to the other organizations.

“Nothing's stronger than the heart of a volunteer.”

— General Doolittle in the movie, Pearl Harbor



Volunteer guidelines

In addition, do not knowingly take action or make any statement intended to influence the conduct of the City in such a way as to confer any financial benefit to a person, corporation or entity in which you have a significant interest or affiliation.

After acceptance and assignment by the City, a volunteer who enters a course of health-related treatment that might adversely impact the performance of volunteer duties should consult with his or her immediate volunteer supervisor.

Recording your time

A valid record of volunteer hours is one of the clearest ways to show the benefits of your volunteer efforts. Volunteers are responsible for keeping track of their own hours including those given offsite. Please give your total hours to your supervisor on a regular basis. In addition, if you are a student using these volunteer hours in order to satisfy a school requirement, you are responsible for accurately filling out all school-related forms. Once the forms are completely filled out, your volunteer supervisor will review and sign them.

“Volunteers are the only human beings on the face of the earth who reflect this nation’s compassion, unselfish caring patience and just plain loving one another.”

— Erma Bombeck

Dress code/identification

As a representative of the City, volunteers are responsible for presenting a positive and professional image to the community. Please dress appropriately for the conditions and tasks involved.

Some volunteers may be issued some type of volunteer identification, such as a badge. ID badges or other identification are property of the City and must be returned upon resignation. Volunteers are asked to wear this badge only while volunteering.



Volunteer guidelines

Use of technology

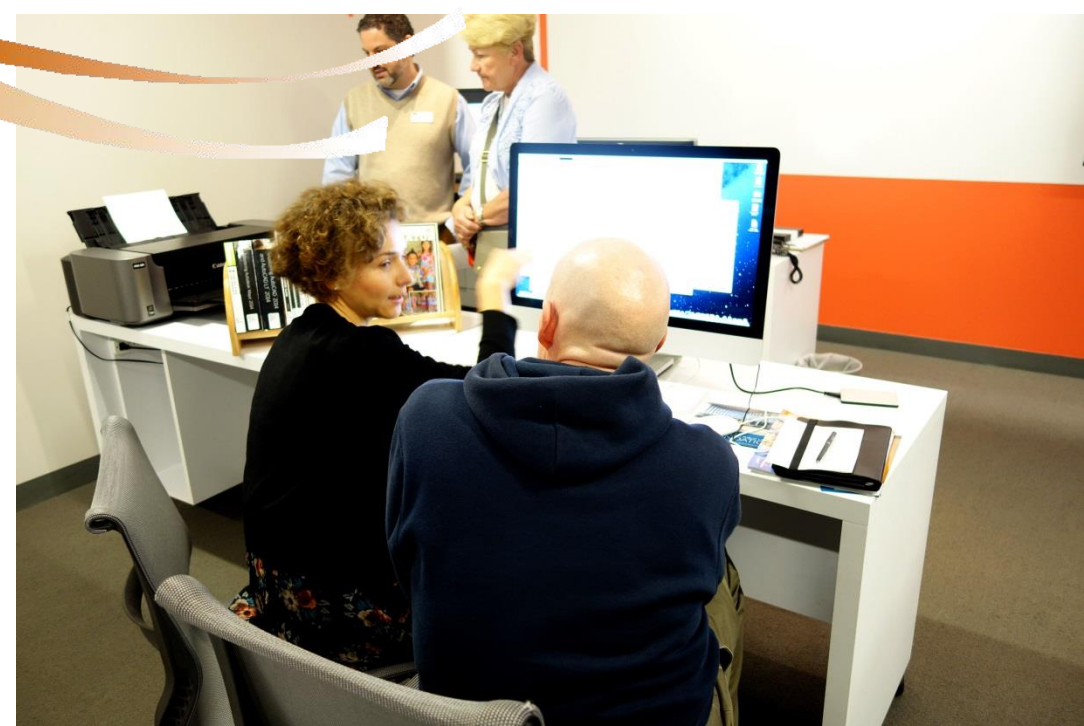
Volunteers must use information technology (IT) and all City communication systems in a lawful, ethical and professional manner. Use the capabilities of the IT system to transmit information that is for City business only. Because we all have to share the computer resources, we appreciate your efficient use of those resources. There is no expectation of privacy in anything created, stored, sent or received on the computer system that is the property of the City of Newport Beach.

Scheduling

Volunteers are typically assigned duties that require a regular schedule. If expecting to be absent from a scheduled assignment, please notify your supervisor as far in advance as possible. If you are off on a long vacation, your supervisor will need time to make other arrangements to cover the loss of your services. Unexpected absenteeism limits our ability to provide needed services to the community. The City of Newport Beach will be closed on major holidays. Please check with your supervisor and/or the volunteer coordinator for the holiday schedule.

Recognition

Recognition of the many and varied contributions of volunteers is accomplished both formally and informally. Informal recognition, including positive feedback for a job well done, is the responsibility of your supervisor. Formal activities may be coordinated in cooperation with designated staff in individual departments and/or as a Citywide event. Please let your supervisor know how you personally like to be acknowledged for your service. If you do not feel appreciated, please let your supervisor or the volunteer coordinator know.



Youth volunteers

Some departments welcome youth volunteers ages 12 and above. Volunteers who are not yet 18 years old must have the written consent of a parent or guardian prior to volunteering. The volunteer work assigned to a minor shall be performed in a safe environment and will comply with all appropriate requirements. These positions are limited and on a first-come basis.

Publicity/statements to the media

All media inquiries regarding the City of Newport Beach and its operations must be referred to your volunteer supervisor. No volunteer, is authorized to make public statements on behalf of the City, its departments, programs, etc.

*“Good work is seldom done by accident.
It is done by people who care.”*

— Unknown

City policies

Each volunteer for the City of Newport Beach is a valued and important member of the team. The City extends every effort to ensure volunteers will have a positive experience in a considerate environment. Please review the following items to provide a respectful workplace.

“The best way to find yourself is to lose yourself in the service of others.”

— Mahatma Gandhi

Respectful workplace

The City values respectfulness, collaboration and teamwork in the workplace and prohibits any form of discrimination or harassment that would otherwise conflict with these values. The City also values a diverse workforce and is committed to providing equal volunteer opportunities to all.

Workplace security

It is the policy of the City to promote a safe work environment for all. In support of this policy, the City takes the position that a threat of violence or any violent act within the workplace is not permitted.

Your personal safety is important to us. We never want to put our volunteers in harm’s way. Please immediately remove yourself from a situation you feel is unsafe in any way. Site supervisors are expected to educate and enforce the safety rules with volunteers. You should receive training before using equipment new to you. Please request this training. Safety is everyone’s responsibility.







City policies

Ending your volunteer assignment

If you need to end your volunteer relationship with the City, please tell your volunteer supervisor with as much advance notice as possible. All City property, such as identification badge, keys, etc. must be returned at that time. The City of Newport Beach accepts the services of all volunteers with the understanding that such service is at the sole discretion of the City. At any time and for whatever reason, the City of Newport Beach may decide to end its relationship with a volunteer.

When possible, interviews will be conducted with volunteers who are leaving their positions. The City is interested in learning why you are leaving the position, eliciting your suggestions to improve the volunteer program and examining the possibility of involving you in some other capacity with the City of Newport Beach.

Thank you

Thank you for your generous gift of time and interest in serving the City of Newport Beach. We hope you have an enjoyable volunteer experience.

If you have questions about the information in this handbook, please ask your volunteer supervisor. Enjoy!

“The time is always ripe to do what is right.”

— Dr. Martin Luther King, Jr.



*“If you want others to be happy,
practice compassion. If you want
to be happy, practice compassion.”*

— The Dalai Lama



CITY OF
NEWPORT BEACH