

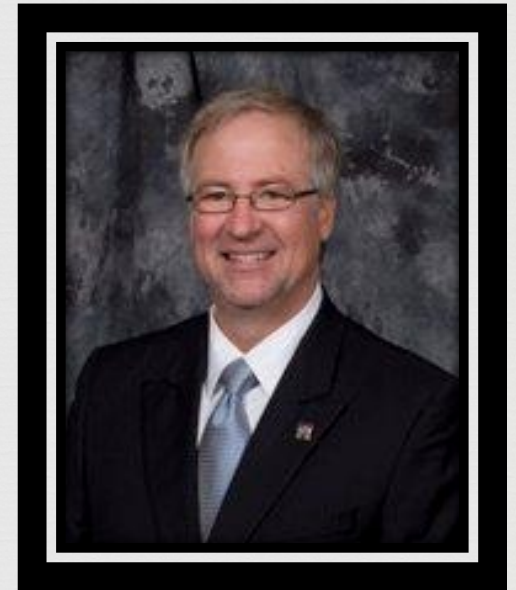
Volunteer Tyler



Welcome from Mayor Heines



First, let me say thank you for wanting to help the City of Tyler become a better place to live. Your desire to contribute your time, talent and service to the City is part of why this is such a great place to live, work and raise a family. Tyler is truly blessed to have people who, like you, want to do something about their community and not just let others carry the load. I wholeheartedly support you and our other volunteers who give of themselves every day by working with our paid staff to provide better and better services to the citizens and visitors in our City.



Sincerely,
Martin Heines



What is Volunteer Tyler?

Volunteer Tyler offers opportunities for people in and around the City of Tyler who want to use their talents, skills, knowledge, and passions to make Tyler a better place to work, live, raise a family and visit.

Our goal is to create an elite group of volunteers who serve in useful and creative ways throughout the many Departments in the City of Tyler. These volunteers will increase the paid staff's abilities to better respond to the needs of Tyler's citizens and visitors. Volunteer Tyler promises to provide citizens meaningful and worthwhile opportunities to benefit themselves and the city.



Volunteer at the Library



Volunteers with McGruff the Crime Dog



What Volunteering means to The City of Tyler

Our goal at the City of Tyler is to bridge the gap between citizens and City employees by encouraging you to take an active volunteer role in your municipal government. Volunteers like you ensure that the City of Tyler is providing the most efficient and quality services to the entire community.



Police Department Bike Rodeo



Volunteers being sworn into the Accessible Parking Enforcement





Volunteer Tyler Program Structure

- The Volunteer Coordinator provides a central administrative coordinating point for management of volunteer services to the City of Tyler.
- They are also responsible for coaching staff and volunteers to work together to provide the highest level of service to all involved.
- Each City Department with volunteers will have a Department Coordinator to oversee the day-to-day functions of volunteers in their respective departments.
- The Department Coordinator will provide feedback and monthly reports to the City Coordinator detailing volunteer efforts in their department.





What do volunteers do?

Volunteers may serve in any City department, program or activity unless a determination is made that it is not in the best interest of the City or the volunteer. Volunteers are never used to displace or replace any paid staff member.



Volunteer in Data Management



Volunteer in Vehicle Services



Representation of the City

Volunteers are to seek prior consultation and approval from the Department Coordinator where they are assigned before making any statement or taking any action that reflects on the City. Examples of such action include but are not limited to:

- Public comments to media representatives
- Coalition efforts with other organizations
- Agreements involving contractual or other financial obligations

Volunteers are representatives of the City when specifically indicated within their job descriptions and only within those guidelines.





Confidentiality

- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information they may be exposed to in the course of their duties. Such information may include, but is not limited to, personal information about a staff member or other volunteers, a client of the City or other person, or overall City business.
- Those volunteers assigned to areas such as, the Police Department, Fire Department, Municipal Court Administration, Municipal Judge's Office, and Human Resources Department, may be required to sign a confidentiality agreement specific to that department.
- Any person who releases or procures the release of Texas Criminal History information held by the Criminal Identification Section is guilty of a misdemeanor according to Section 411.085 of the Texas Government Code.
- The release of criminal information to the public might also be considered a felony.
- The citizens of Tyler have a right to privacy. Any and all information pertaining to police records or other clearance level documents is to be kept strictly confidential. Anyone in violation of this provision will not only be terminated as a City volunteer, but may also be prosecuted.





Leave of Absence **VS** Absenteeism

Leave of Absence

Volunteers are asked to notify their Department Coordinator if they expect to be absent from a position for one or more months. Upon such notification, the Department Coordinator will contact the City Coordinator of the absence. The City Coordinator will make a notation in the master files that the volunteer will be out and the length of the absence (if known). Volunteers who comply with this process will be able to resume their original assignment upon their return. Otherwise, volunteers who do not comply will be evaluated by the City Coordinator.

Absenteeism

Volunteers are expected to perform their duties on a reasonable regular schedule as agreed upon by the volunteer and the Department Coordinator. If a volunteer expects to be absent, the volunteer should contact the Department Coordinator as soon as practical prior to the missed time. This will allow the Department Coordinator to make adjustments in the department's schedule and make alternate arrangements. Chronic absenteeism will be reviewed by the Department Coordinator to determine if there is a schedule conflict or if the volunteer is not suited for the position.



On the Job Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The training will cover the complexity and demands of the position.

Safety

Each department where volunteers are assigned is responsible for conducting safety training for their specific worksite. Safety training should include operation of any machinery, tools or other equipment that the volunteer may be asked to use or work in close proximity.

Grievances

In the event the volunteer wishes to register a grievance, he or she should present it in writing to the immediate supervisor of the subject of the complaint. A copy of the grievance should be forwarded to the City Coordinator. All grievances will be handled in accordance with City Policy. The City Coordinator will be kept apprised of the process, corrective actions and final outcome of the process.



Volunteer Rights & Responsibilities

Volunteers are a valuable resource to the City of Tyler, the City's staff and the entire community.

Volunteers have the right to expect meaningful assignments, effective supervision and recognition for work well done.

In return, volunteers have the responsibility to perform their duties to the best of their abilities and to be loyal to the goals and procedures of the City of Tyler.

The City expects volunteers to:

- Be Reliable:
- Arrive on time for work.
- Carry out assignments to the best of your ability.
- Fulfill your commitments.

Be Dependable:

- Use reasonable judgment in decision making and check with a supervisor when in doubt.
- Know your own limitations. Discuss difficulties with your supervisor.
- Respect the confidentiality of information.

Be a Team Member:

- Be supportive of the City of Tyler's goals and mission.
- Adhere to the City's policies and procedures.
- Accept training requirements and constructive suggestions from supervisors.





Accountability

- Evaluation of a volunteer's performance is an informal process whereby the Department Coordinator monitors the volunteer's activities and, where appropriate, discuss with the volunteer's immediate supervisor any successful volunteer efforts as well as any areas of concern.
- Outstanding efforts should be rewarded through recognition and appreciation efforts and also reported to the City Coordinator so that a more public recognition may be presented. Likewise, areas of concern such as a volunteer's inability to perform an assigned task or any disciplinary problems should be addressed first at the Department level and then by the City Coordinator.





Placement

- In placing a volunteer, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met; no volunteer should be assigned to a “make work” or “busy work” position and no position should be given to an unqualified or uninterested volunteer. Volunteers may be placed in a safety sensitive area such as the Airport, Police Department or Water Treatment Plant with approval from the respective Department Head and by passing the appropriate security clearances required by that Department.
- Once a volunteer is found to be acceptable, the City Coordinator will contact the volunteer and set up an indoctrination session that includes the department coordinator from the department where the volunteer will be working.
- Volunteers may choose to work in as many departments as they desire as long as they meet the criteria for those departments. Volunteers may transfer from one department or position by notifying the City Coordinator or their current Department Coordinator.





Dismissal of a Volunteer

- Volunteers who do not follow the guidelines and procedures of this program or the City policies and procedures may be considered for dismissal. Prior to dismissal, the volunteer will be permitted to discuss the issue with the chain of command. Volunteers will normally be given an opportunity to present their viewpoint prior to dismissal.
- There are some circumstances in which a volunteer may be terminated immediately. In the event of a serious case of misconduct, the supervisor may dismiss a volunteer at the time of discovery of the misconduct. This should be followed up by contacting the Department Head and City Coordinator who will ask the volunteer to come back in for further discussion and formal dismissal that includes the return of any City property issued to the volunteer.
- Volunteers may face immediate dismissal under these circumstances:
 - Falsifying information on application
 - Arriving at work in an impaired state (either from drugs or alcohol)
 - Committing a criminal offense (including violence, weapons, sexual, theft, etc.)
 - Failure to maintain confidentiality in relation to sensitive material
 - Willful destruction of City property
 - Gross misconduct or insubordination
 - Abuse or mistreatment of clients or co-workers
 - Failure to abide by City policies or procedures

***For less serious offenses the City Volunteer Coordinator will evaluate case by case situations**



Timesheets

- Each volunteer will be responsible for maintaining an accurate record of their service on a standard timesheet. An example of the timesheet can be found at the end of this handbook.
- The Department Coordinator will collect the volunteer timesheets at the end of each month and forward them to the City Coordinator along with a summary report of the number of hours donated by the volunteers and any successes, deficiencies or events that warrant special attention not otherwise covered in the program's guidelines.



CITY OF TYLER VOLUNTEERS Time / Attendance Record***

Name:		Month/Year:	Department Assigned:	
DATE	START TIME	END TIME	ASSIGNMENT/DUTIES	HOURS
Total Hours Worked				

Note: 8-15 Minutes=.25; 16-30 Minutes=.50; 31 to 45 Minutes=.75; 46 Minutes to 1 Hour=1.00

VOLUNTEERS SIGNATURE	SUPERVISOR SIGNATURE
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ROUTE COMPLETED FORM TO VOLUNTEER COORDINATOR BY THE 5TH OF MONTH

*** Please use back of form if needed.

TPD FORM 4-224





Welcome to the City of Tyler

Thank you for choosing to volunteer with The City of Tyler.

We appreciate you giving your time and talents.

We hope you enjoy your volunteering experience!

