



2025

VOLUNTEER COORDINATOR HANDBOOK



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WELCOME MESSAGE

We are so grateful to have you join our team and excited to see the positive impact you'll make with your time and dedication.

Thank you for choosing to give back to our community - your contributions are truly valued

MISSION STATEMENT

Uintah County will attract, develop, and support the volunteers who provide essential services for our community, creating and sustaining an inclusive culture of belonging

VOLUNTEER POLICY 340

PURPOSE

The purpose of this policy is to establish guidelines for volunteers and agents appointed by the County.

SCOPE

This policy establishes the process for attaining volunteers and provides a process for the use of volunteers. In addition, it outlines the expectations of volunteers.

CROSS REFERENCES

Code of Conduct, Policy 500

Employee Classification, Policy 320

POLICY AND PROCEDURE

- 1.** Prior to accepting any volunteer or the services the volunteer provides, the Department Head shall create a work description for the proposed volunteer. The Department Head, Human Resources Director, and volunteer shall sign a document defining the nature and terms of the volunteer services including necessary training or other requirements of the volunteer position. Per the Utah Volunteer Government Workers Act, the Uintah Commission has delegated authority to the Human Resources Director to formally approve all volunteers. For any individual to be considered a volunteer, the Department Head shall follow all laws and procedures about County volunteer requirements, including the review for approval by Human Resources of any contracts for outside agents and volunteers. If the procedures are not strictly followed, the actions of the volunteer are not considered approved and are not covered by this policy.
- 2.** Depending on the nature of the volunteer service, the proposed volunteer may be required to submit to and pass a physical exam, drug screening, and/or other tests that prove the individual is capable of performing the duties of the volunteer. Additionally, all volunteers who have the potential to associate with minor children or young people under the age of adulthood shall perform and pass the State Bureau of Criminal Identification background check.

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3. Volunteer records shall be maintained by each department for which they perform services. Records should be held securely in compliance with the Data Protection Act. Each file should contain, at minimum, the application form, references, the volunteer agreement, the induction record, the record of the dates, times, and activities undertaken, the supervision record, the training record, and emergency contact details.

4. A volunteer is considered an employee of the County for the purposes of:

- Worker's compensation benefits for any injuries sustained by the volunteer while performing assigned services; and
- Operating county vehicles or equipment when the volunteer is properly licensed and trained to do so; and
- Indemnification offered salaried employees;
- Following the County code of conduct, policies and procedures, and specific department code of conduct (if applicable) among other departmental policies and procedures

5. Volunteers may not officially represent or bind the County in regards to contractual or enforcement matters, unless such authority is stipulated and specifically authorized in the official work description.

6. The county does not compensate volunteers for their services. However, as outlined by county policy, volunteers may be reimbursed for their per diem, travel expenses, and other expenses related to their volunteer assignments.

7. Volunteers may or may not receive County defense against claims. Actions brought against volunteers arising from acts or omissions during the performance of duties and within the scope of the work description may be defended by the County. If the volunteer wishes to invoke County coverage, he/she shall submit a written request to the county attorney's office, detailing specific actions, omissions, and/or claims within ten (10) days of the occurrence. The County may decline to defend volunteers if any of the codes of conduct or other County/departmental policies were breached or for any other reason.

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8. Volunteers may terminate their volunteer status at any time for any reason, and the county may also terminate volunteer services at any time for any reason. The County shall provide equal opportunity for all prospective volunteers and shall not illegally discriminate while accepting volunteer services.

9. Volunteer applications do not guarantee volunteer work. Applications are accepted based on the needs of each department and will be rejected if no volunteer positions are needed.

10. Volunteers have many of the same workplace rights as employees. They may file discrimination or harassment complaints to the Department Head or Human Resources. Investigations shall be conducted in accordance with all applicable laws and policy.

11. Department Heads may provide reasonable accommodations for volunteers with disabilities.

12. County employees may act as volunteers for the County. In accordance with the Fair Labor Standards Act, if the employee's services are similar to those of his/her regular job duties, the hours worked shall be deemed as compensable hours. Such service is subject to approval by the Department Head and the Human Resources Director. If the duties are unrelated to the regular job duties, the hours will be deemed non-compensable.

13. Any volunteer with a felony conviction or conviction of a violent offense shall not be allowed to volunteer in the County for purposes that serve a vulnerable population (i.e. areas that serve minors, the elderly, or the disabled).

14. Federal and state laws and regulations establish restrictions on the types of work-related activities in which a minor may participate. The same minimum age standards shall be used to govern the work activities of minor volunteers. The Division of Labor defines a minor as "any person under the age of 18 years who is required to attend school under the provisions of the Education Code." For purposes of this policy, Uintah County shall adopt this same definition.

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- 15.** Volunteers are required to disclose any business, commercial, or financial interest they may have, where such interest might be construed as an apparent conflict with their services for Uintah County.
- 16.** All volunteers must sign a Volunteer Agreement. Such an Agreement shall outline the voluntary arrangement between the volunteer and Uintah County. To be enforceable, the Agreement must also be signed by the Human Resource Director and the Volunteer Coordinator. The Volunteer Coordinator shall be the designated supervisor for the volunteer.
- 17.** The Volunteer Agreement shall not be a contract of employment.
- 18.** The agreement is intended to be flexible enough to take into account changes in a Volunteer's circumstances or the requirements of Uintah County.

HUMAN RESOURCES

The HR Department provides direction, coordination, and support for department Volunteer Coordinators. Some of the typical duties of the Human Resource Department are:

- Assist the development and coordination of all Countywide volunteer programs.
- Coordinate periodic meetings of all County Volunteer Coordinators. At these meetings, information is presented about the latest developments in the administration of the County Volunteer Program.
- Consult with departments on policy and new volunteer programs;
- Develop Countywide recruitment and promotional campaigns for the strengthening, maintenance, and expansion of County volunteer programs;
- Develop and recommend County policies and procedures relating to Countywide volunteer programs; and
- Assist Departments in coordinating annual Volunteer Recognition Awards.

Workers' Compensation

- Uintah County carries Workers' Compensation Insurance on all employees and duly authorized volunteers to handle claims resulting from work-related injuries or illness. Benefits typically covered under Utah law include hospital and medical bills; time lost from work; permanent loss of body function; prosthetic devices; burial benefits in death cases; and travel allowance for travel to and from authorized medical care.
- Any County employee who sustains a work-related injury or illness, regardless of the severity, must report the incident to the immediate supervisor and the HR Director within 24 hours of the incident. Serious work-related injuries which require the employee to seek immediate treatment from a physician or result in unconsciousness must be reported within 12 hours of the incident. Failure to do so may result in disciplinary action as late reporting of claims by the County to the Department of Labor and UOSH may result in penalties. The employee must also fill out the "Employee Accident Report" and see that the HR Director receives a copy (Department Heads and HR should both retain copies).

HUMAN RESOURCES

Workers' Compensation Cont.

- In the event of an emergency, employees should proceed directly to an emergency room. Otherwise, EMPLOYEES ARE REQUIRED TO MAKE INITIAL PHYSICIAN CONTACT TO A COUNTY-DESIGNATED PHYSICIAN OR HOSPITAL. The cost of initial medical treatment obtained by any individual other than a county-designated physician or hospital will be the responsibility of the employee. When obtaining medical attention, the employee must identify that the injury/illness is work-related and that claims should be submitted to the County's workers' compensation carrier. Information on the County's carrier will be posted at each work location within the County, and is available by contacting HR.

(County designated hospitals are: Uintah Basin Medical & Ashley Regional Hospital).

- The employee must notify their supervisor or HR immediately if the physician of record prescribes time off work to treat the work-related injury, either initially or at any time during the treatment of the injury.
- If a claim is denied by the worker's compensation carrier, the employee is liable for all the expenses incurred. The employee may dispute the claim with the insurance carrier through the carrier's arbitration process. Information on dispute resolution can be obtained from the County's workers compensation carrier or from the Department of Labor.
- An employee injury reported to the workers' compensation carrier will be investigated by the County's safety committee. As in the County Vehicle Operation policy, the investigation may determine that the injury was due in whole or in part to: an ineffective policy or practice which should be modified; or the employee's disregard for safety policies and practices for which the employee should be disciplined. While an employee will not be disciplined or retaliated against for filing a legitimate workers compensation injury, the employee may be disciplined for violation of County safety policies and practices related to such injury or failure to follow requirements of this or other County policies.

For Uintah County's Full Worker' Compensation Policy please visit
https://www.uintah.gov/new_departments/f_-_p_departments/human_resources/policy_manual.php, policy 440.

VOLUNTEER COORDINATORS

Every department wishing to utilize volunteers must select a Volunteer Coordinator. Some of the typical duties of a Volunteer Coordinator are to:

- Plan, develop, oversee, and implement the Department Volunteer Program.
- Recruit volunteers.
- Maintain and update job descriptions for volunteer opportunities.
- Select, orient, train, and evaluate volunteers.
- Ensure that volunteers comply with rules and regulations.
- Evaluate existing volunteer programs.
- Maintain volunteer files with appropriate paperwork and policy acknowledgment forms.
- Maintain the Volunteer's personal information files.
- Maintain the Volunteer's job information.
- Maintain attendance records and timesheets.
- Plan and coordinate volunteer recognition ceremonies.
- Compile periodic statistical reports for the HR Department

Volunteer Coordinator Responsibilities

- Providing adequate orientation and training to prepare the volunteer for a successful and safe service experience.
- Provide clear and consistent job descriptions;
- Be prepared for the volunteer to work, including proper supervision, supplies, and workspace;
- Treat the volunteer as a respected member of the work team;
- Keep volunteers informed of any changes in policy or procedures;
- Maintain accurate records of service.
- Provide formal and informal recognition and appreciation of the volunteer's contributions.
- Provide reasonable accommodations for volunteers with disabilities.

DEPARTMENT GUIDELINES

Each County department desiring to recruit and utilize volunteers shall establish written guidelines and procedures for applications, tests, qualifications, evaluations, and selection of volunteers. The guidelines and procedures must be reviewed and approved by HR.

Supervision

- Each volunteer must have a clearly identified supervisor who is responsible for the direct management of that volunteer.

Job Descriptions

- Job descriptions should be prepared by each department utilizing volunteers. The volunteer job description shall set out, with particularity, the various duties, and qualifications required of any particular volunteer position. The HR Department shall approve and maintain final versions of job descriptions.
- Volunteers must satisfy the minimum requirements of the job description.

Training

- Each department is responsible for training its volunteers either through a formal training session or through on-the-job training.

Records

- Each department utilizing volunteers shall maintain records of volunteer activities. These records should address recruitment, volunteer job descriptions, evaluations, and reports on activities and expenses. Records shall be maintained for three years after the volunteer serves and then shall be destroyed. This information shall be made available to the Clerk/Auditor or HR Department upon request. Each department utilizing volunteers shall report any changes in the department, program, or function of each volunteer to the HR Department, including the termination of the volunteer.

TYPES OF VOLUNTEERS

Every department wishing to utilize volunteers must select a Volunteer Coordinator. Some of the typical duties of a Volunteer Coordinator are to:

General volunteers

- An individual who helps on a regularly scheduled basis and may provide services for many months or years.

Short-term volunteers

- Individuals who assist with special events/projects or for a short period of time. For example, a volunteer work-day to repair trails in a park, or students doing job shadowing assignments, etc.

Minors Volunteers (Age Requirement)

- Minor volunteers must complete the Volunteer Application Form including the parent/guardian signature.
- County Departments must follow the State of Utah Division of Labor Child Labor Laws with volunteer minors. The Division of Labor defines a minor as, “any person under the age of 18 years who is required to attend school under the provisions of the Education Code.”
- A minor under the age of 16 may not be employed or permitted to work during school hours except as authorized by the proper school authorities.
- A minor under the age of 16 may not be permitted to work before or after school in excess of four hours a day; (b) before 5:00 a.m. or after 9:30 p.m., unless the next day is not a school day; (c) in excess of eight hours in any 24-hour period; or (d) more than 40 hours in any week.

Emergency Response Volunteers

- All volunteers activated or servicing during an emergency or disaster will be required to work within the framework of Emergency Management & the Sheriff's Department.

TYPES OF VOLUNTEERS

County Employees—Volunteering for County Programs

- County employees may volunteer their services to the County as long as the work they perform as a volunteer is outside their scope of duties as County employees.
- County employees may act as volunteers for the County. In accordance with the Fair Labor Standards Act, if the employee's services are similar to those of his/her regular job duties, the hours worked shall be deemed as compensable hours. Such service is subject to approval by the Department Head and the HR Director. If the duties are unrelated to the regular job duties, the hours will be deemed non-compensable.

Court Ordered Volunteers/Community Service Volunteers

- Participants in this program render community service, in lieu of fines or jail.
- Court-ordered volunteers are approved on a case-by-case basis at the discretion of the Department Head, Volunteer Coordinator, and HR Director.
- Court-ordered volunteers requiring under 80 hrs. or less than 8 months of community service work/hours will not be subject to a background screening as long as they're not in direct contact or supervision of minors. Any court-ordered volunteer needing over 80 hours or more than 8 months of community service work/hours will be subject to a background screening if it is a requirement for other employees in that department.
- Court-ordered volunteers who have already done community service hours more than 2 separate times in the same year will be required on their third time to complete a background screening if it is a requirement for other employees in that department.

Contracted Volunteers (Individuals performing job duties to receive benefits through another program)

- The HR Department should have a copy of all contracts that the Departments enter into in regard to volunteers. This is due to most programs offering their own worker's compensation benefits that HR must be made aware of.
- Contracted volunteers are subject to the same application and screening processes as other volunteers and are not guaranteed placement.

VOLUNTEER PROCEDURES

Volunteer Coordinations must ensure that the following procedures are followed.

Definition of a Volunteer

- "Volunteer" means an individual who donates service without pay or other compensation except the following, as approved by the supervising agency.
- Volunteers do not displace County employees; they assist paid staff or provide services that augment the established and mandated services of the County.
- Volunteers may not officially represent or bind the County in regards to contractual or enforcement matters, unless such authority is stipulated and specifically authorized in the official work description

Application Process

- All individuals desiring to be a volunteer for any department must submit a completed volunteer application, go through an interview process, and any other requirements requested from the departments.
- All volunteer applications must be submitted to the HR Director for approval before being assigned.
- All volunteer applications must be submitted with a copy of the volunteer's picture ID. (i.e State ID, Passport, School ID, etc.)
- HR may require a volunteer plan for long-term court-ordered volunteers that will need to be submitted with their application.
- Any volunteer who is required to operate a County vehicle to perform an essential duty of the volunteer's position will need to have a valid **UTAH** driver's license, complete a Vehicle Use Agreement with HR, and take the Defense Driving Basics Training.
- Uintah County has the right to deny any volunteer application. Approvals are not guaranteed and are approved based on department needs and availability.

VOLUNTEER PROCEDURES

Background Screenings

- As a matter of safety and security, Background screenings may be required of some volunteers and court-ordered community service volunteers before approving and accepting them as county volunteers and assigning them to a department.
- Approved volunteers are subject to the same background policies as county employees.
- Each volunteer requiring a Background Screenings (BCI) must sign a consent statement authorizing the County to conduct a criminal background investigation.
- Volunteers that are required to get a background screening will not be allowed to volunteer until the screening is complete and HR has their fingerprint card on file.

Badges:

- Each Department Volunteer Coordinator will supply the volunteer with a badge/pin to identify the volunteer.
- Volunteer Coordinators can request specialized ID badges for long term volunteers who qualify for them.
- The badges/pins will need to be returned upon completion of the volunteer's assignment.
- Only badges/pins shall be provided, no keys to County facilities will be authorized.

Training

- Select volunteers have the same safety training requirements as County employees. Examples include, but are not limited to; Defensive Driving Basics (Required if using a County Vehicle), Sexual Harassment in the Workplace, Diversity in the Workplace, Ethical Behavior and Emergency Evacuation. Please make arrangements with the Safety Coordinator to assign these trainings if needed.

VOLUNTEER RESPONSIBILITIES & RIGHTS

Volunteer Responsibilities

- Adhere to the same rules, regulations, and standards as regular County employees.
- Be prompt and reliable in reporting for duty; attendance is expected to be dependable.
- Complete timesheets to keep an accurate record of the hours served.
- Attend orientations and training as provided.
- Treat the public and fellow co-workers professionally at all times.
- Protect confidential information.
- Volunteers are required to disclose any business, commercial, or financial interest they may have, where such interest might be construed as an apparent conflict with their services for Uintah County.
- Consult with the supervisor or Volunteer Coordinator before assuming any new assignments.
- Exercise good judgment, remembering that volunteers are representatives of Uintah County.
- Perform every task safely and to the best of his/her ability.

Compensation

- Volunteers shall not receive compensation for their services to or on behalf of the County. Subject to the budgets and policies of each department, volunteers may, however, be reimbursed for their per diem and travel expenses as well as other actual expenses incurred in the performance of their volunteer services to the County.

Volunteer Concerns/Grievances

- Volunteers have the same workplace rights as employees. They may file discrimination or harassment complaints to the Department Head or Human Resources. Investigations shall be conducted and actions shall be taken to ensure that the volunteer as well as the employees and public are free from discriminatory and harassing behaviors.

VOLUNTEER RESPONSIBILITIES & RIGHT

Defense Against Claims

- Volunteers may or may not receive County defense against claims.
- Actions brought against volunteers arising from acts or omissions during the performance of duties and within the scope of the work description may be defended by the County.
- If the volunteer wishes to invoke County coverage, he/she shall submit a written request to the county attorney's office, detailing specific actions, omissions, and/or claims within ten (10) days of the occurrence. The County may decline to defend volunteers if any of the codes of conduct or other County/departamental policies were breached or for any other reason.

Volunteer Rights

Volunteers are a valuable resource to the County, its staff, and its residents. Volunteers shall be extended the right to:

- Be provided with meaningful and appropriate assignments according to skill, interests, availability, and training;
- Receive a clear and specific volunteer position description;
- Be treated and respected as a co-worker;
- Receive orientation, training, and effective supervision for the jobs accepted;
- Receive feedback on performance, and receive formal and informal recognition for accomplishments.

Termination/Resignation of Volunteer

- Volunteers may terminate their volunteer status at any time for any reason.
- The County may also terminate volunteer services at any time for any reason.
- The County shall provide equal opportunity for prospective volunteers and shall not illegally discriminate while accepting volunteer services.



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