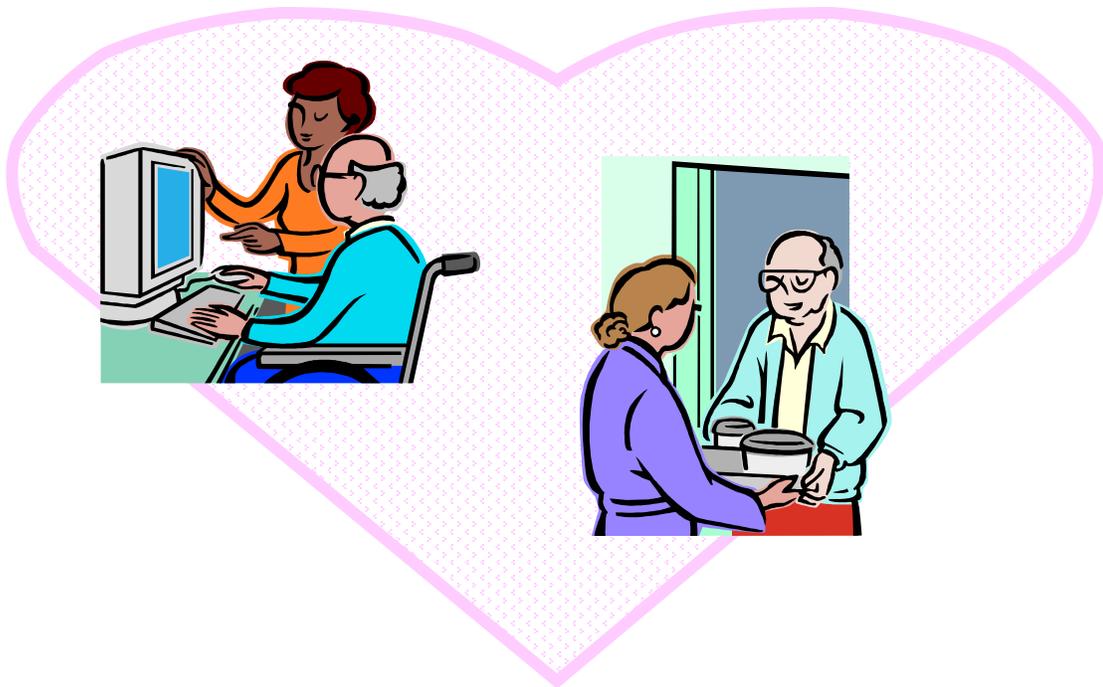


# **ENCINITAS SENIOR CENTER VOLUNTEER HANDBOOK**



**1140 Oakcrest Park Drive  
Encinitas, CA 92024  
760-943-2250**

**THANK YOU FOR INTEREST IN VOLUNTEERING**

**CITY OF ENCINITAS  
PARKS AND RECREATION DEPARTMENT  
VOLUNTEER SERVICES**

Thank you for your interest in volunteering at the Encinitas Senior Center! Please review the following information on volunteer services to determine if this facility is an appropriate placement for you. If the Center's needs and your skills are a possible match you will be called for an interview. Please note that a reference check is required by the City for all Volunteers. Again, thank you for your interest in helping to make the City of Encinitas Senior Center a special place for our guests.

**Goal**

It is the goal of the Senior Center to have a volunteer program that benefits both the volunteer and the City. The volunteers benefit by contributing their skills, abilities, knowledge, and time for the betterment of the community and receive satisfaction, a sense of accomplishment, personal development, and allow the City to enhance its service levels.

**Procedures**

Anyone interested in volunteering must fill out a volunteer application, submit it to the Senior Center Manager, and complete the volunteer recruitment process. Volunteers may be required to complete fingerprinting procedures, and TB testing requirements as determined by Senior Center Manager and if working around children.

**Positions could include, but are not limited to:**

Senior Center Lunchroom Aide  
Special Event or Program Assistant  
Computer Tutor  
Phone work/Customer Service Assistant  
Class Instructor  
Program Facilitator  
Out & About Volunteer Driver

**City Volunteer Defined:**

A non-salaried individual who offers his/ her services for a limited time, acting in a specified capacity, willingly by one's own accord. One must be approved by the Senior Center Manager or designee and sign a volunteer contract to be considered an official City volunteer.

**Volunteer Qualifications:**

The established minimum age for volunteers will be 18.

Volunteers requesting City Senior Center Program assignments shall be qualified to conduct their assignment as determined by the Senior Center Manager.

Selection of the volunteer is based on his/ her qualifications for a specific assignment or project as determined by the Senior Center Manager and based on the needs of the Senior Center.

The Senior Center Manager's decision is final concerning those volunteers whom the Senior Center Manager determines are not qualified. Those volunteers who are not qualified may re-apply after one year when they feel they have obtained additional qualifications.

Volunteers do not receive any special employment preference for future City positions as regular employees.

A volunteer cannot serve in a capacity where a conflict of interest exists.

**Volunteer Assignments:**

Volunteers shall be placed in Senior Center assignments to augment or expand service levels only. Volunteers shall not be used to replace paid staff's responsibilities.

**Recognition:**

Once a year, designated Senior Center volunteers are honored at a volunteer recognition party coordinated by the Senior Center Manager's Office.

**Standard of Conduct for Volunteers:**

In securing a mutually beneficial placement, both the Senior Center and the volunteer must work together cooperatively. When placed in a volunteer assignment or project with the Senior Center, a volunteer should:

Take responsibility for gaining a clear understanding of the assignments or project responsibilities through discussions with the Senior Center staff and the assigned supervisor.

Abide by the same supervision, rules of conduct, and ethical standards that govern City employees. Abide by the Encinitas Community & Senior Center code of conduct.

Fulfill the time commitment agreements regularly and promptly.

Respect confidentiality requirements.

Notify the Senior Center Manager of time transfers, discontinued services, as well as any problems that might necessitate change in work assignments or schedules.

Attend the required training for a specific position(s), assignment(s), or project(s).

Provide high quality customer service to the citizens.

Volunteers shall be considerate, tolerant, patient and fair with others.

Volunteers shall use their training and capabilities to provide residents and businesses with the best service possible. Every effort should be made to provide correct answers and positive results. Do not guess or give out insufficient information.

Volunteers shall abide by and carry out the ordinances, resolutions, policies, procedures, and the rules and regulations of the City of Encinitas.

Volunteers shall operate all equipment safely and utilize safe means of carrying out their duties.

Volunteers shall provide service with courtesy and a smile and avoid arguments with the public and other employees. If a citizen becomes difficult, they should be referred to Senior Center staff.

Volunteers shall avoid interpersonal conflict with others as it may affect productivity or the City and Senior Centers' image. It is not necessary for everyone to like everyone else, but it is necessary to treat everyone professionally and courteously by maintaining positive communications and attitude with the public and co-workers.

**Standard of Conduct for Volunteers (continued):**

Volunteers shall dress appropriately. Although dress will vary with the type of work done, neatness, cleanliness, and a professional image are essential. Political buttons, or other attire that do not promote a professional image or may not provide adequate protection from work-related injuries shall not be worn while on duty.

**Discontinuing Volunteer Services:**

Voluntary:

Volunteer to provide two weeks advance notice, where possible.

Volunteers shall relinquish all Senior Center-owned property upon departure from Senior Center volunteer service.

Involuntary:

When the Senior Center determines a volunteer's performance or conduct is inappropriate, the volunteer may be disciplined through suspension or termination depending upon the gravity of the infraction. The Senior Center Manager's decision is final. Volunteer may be terminated with or without cause.

**Equal Employment Opportunity:**

The City of Encinitas is an equal opportunity employer. Volunteer selections will be made according to merit and fitness providing an equal opportunity for all people regardless of race, religion, color, creed, national origin, ancestry, gender, age, marital status, medical condition, political affiliation, or physical handicap, unless sex or physical ability is a bona fide occupational qualification.

*A complete overview of the City of Encinitas, Parks and Recreation Department Volunteer Services is located in the Encinitas Community and Senior Center Operations Manual.*

***Thank you again for your interest in volunteering at the Encinitas Senior Center.***

**ENCINITAS SENIOR CENTER  
VOLUNTEER APPLICATION**

**DATE:** \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Drivers License # \_\_\_\_\_

Previous occupation: \_\_\_\_\_

When are the best times to contact you in order to make an appointment for an interview?  
\_\_\_\_\_

Please check all job descriptions for which you have a skill or interest:

Mailing _____	Marketing/Publicity _____
Telephone/Clerical/Filing _____	Room Set-ups/clean up _____
Librarian _____	Entertainer/Musician _____
Community Referrals/Information _____	Instructor _____
Special Events _____	Proofreading _____
Lunchroom Aide _____	Food Pick-up _____
Senior Dance Aides _____	Computer Tutor _____
Graphic Artist/Design _____	Out & About Volunteer Driver _____
Public Relations _____	Other (please explain below) _____

Additional information about above checked items:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you been active as a volunteer with other organizations? \_\_yes \_\_no

If yes, please list with whom, responsibilities and dates:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list two references:

1. Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

2. Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

How did you hear about us? \_\_\_\_\_  
\_\_\_\_\_

Monday	Tuesday	Wednesday	Thursday	Friday

**Availability:** Please list times under the days you are available to volunteer.

D  
E  
T  
A  
C  
H  
&  
R  
E  
T  
U  
R  
N