

Volunteers and Student Interns

320.1 PURPOSE AND SCOPE

This policy establishes the guidelines for Humboldt County Probation Department (HCPD) volunteers and student interns to supplement and assist department personnel in their duties. Trained volunteers are members who can augment department personnel and help complete various tasks.

320.1.1 DEFINITIONS

Definitions related to this policy include:

Student intern - A college, university, or graduate student gaining practical experience in a chosen field while performing services for the Department under supervision.

Volunteer - An individual who performs a service for the Department without promise, expectation, or receipt of compensation for services rendered. This may include unpaid chaplains, student interns, and persons providing administrative support.

320.2 POLICY

The HCPD shall ensure that volunteers and student interns are properly appointed, trained, and supervised to carry out specified tasks and duties in order to create an efficient department and improve services to the community.

320.3 ELIGIBILITY

Requirements for participation as a volunteer or student intern for the Department may include but are not limited to:

- (a) Being an enrolled student in a college, university, or other approved educational entity.
- (b) Being at least 18 years of age.
- (c) Possession of a valid driver's license if the position requires vehicle operation.
- (d) Possession of liability insurance for any personally owned equipment, vehicles, or animals utilized during volunteer work.
- (e) No conviction of a felony, any crime of a sexual nature or against children, any crime related to assault or violence, any crime related to dishonesty, or any crime related to impersonating a law enforcement officer.
- (f) No conviction of a misdemeanor or gross misdemeanor crime within the past 10 years, excluding petty misdemeanor traffic offenses.
- (g) No mental illness or chemical dependency condition that may adversely affect the person's ability to serve in the position.
- (h) Ability to meet physical requirements reasonably appropriate to the assignment.

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- (i) A personal background history and character suitable for a person representing the Department, as validated by a background investigation.
- (j) Provide a clean urinalysis taken by, or at the direction of, the Department.

The Chief Probation Officer may allow exceptions to these eligibility requirements based on organizational needs and the qualifications of the individual.

320.4 RECRUITMENT, SELECTION, AND APPOINTMENT

The HCPD shall endeavor to recruit and appoint only those applicants who meet the high ethical, moral, and professional standards set forth by this department.

320.4.1 RECRUITMENT

Volunteers and student interns may be recruited in a manner consistent with department policy on equal opportunity, nondiscriminatory employment. A primary qualification for participation in the application process should be an interest in and an ability to assist the Department in serving the public.

320.4.2 SELECTION

Volunteer and student intern candidates shall successfully complete the following process prior to appointment:

- (a) Submit the appropriate written application.
- (b) Interview with the division director or designated supervisor.
- (c) Successfully complete an appropriate-level background investigation.

320.4.3 APPOINTMENT

Service as a volunteer or student intern with the Department shall begin with an official notice of acceptance or appointment by the Chief Probation Officer or the authorized designee. Notice may only be given by an authorized representative of the Department. No volunteers or student interns should begin any assignment until they have been officially accepted for that position and have completed all required screening and paperwork. At the time of final acceptance, each volunteer or student intern should complete all required enrollment paperwork.

All volunteers and student interns shall receive a copy of the orientation materials and shall be required to sign a volunteer or student intern agreement. Volunteers and student interns should be placed only in assignments or programs consistent with their knowledge, skills, and abilities and the needs of the Department.

Volunteers and student interns serve at the discretion of the Chief Probation Officer.

320.5 IDENTIFICATION

As representatives of the Department, volunteers and student interns are responsible for presenting a professional image to the community. Volunteers and student interns shall dress

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appropriately for the conditions and performance of their duties. Necessary safety equipment will be provided for each volunteer and student intern.

Volunteers and student interns will be issued HCPD identification cards, which must be carried at all times while on-duty. The identification cards will be the standard HCPD identification cards, except that "Volunteer" or "Student Intern" will be indicated on the cards.

320.6 VOLUNTEER COORDINATOR

The division directors will serve as the volunteer coordinator for their respective divisions.

The function of the coordinator is to provide a central coordinating point for effective volunteer management within the division and to direct and assist efforts to jointly provide more productive volunteer services. Under the general direction of the Chief Probation Officer or the authorized designee, volunteers and student interns shall report to the Division Director.

The volunteer coordinator may appoint a senior volunteer or other designee to assist in the coordination of volunteers and student interns and their activities.

The responsibilities of the coordinator or the authorized designee include but are not limited to:

- (a) Recruiting, selecting, and training qualified volunteers and student interns.
- (b) Conducting volunteer meetings.
- (c) Establishing and maintaining a volunteer callout roster.
- (d) Maintaining records for each volunteer and student intern.
- (e) Tracking and evaluating the contribution of volunteers and student interns.
- (f) Maintaining a record of volunteer and student intern schedules and work hours.
- (g) Completing and disseminating, as appropriate, all necessary paperwork and information.
- (h) Planning periodic recognition events.
- (i) Maintaining a liaison with other community programs that use volunteers and assisting in community-wide efforts to recognize and promote volunteering.
- (j) Maintaining a liaison with colleges and universities that provide student interns to promote the intern program with both students and the educational institution.
- (k) Maintaining volunteer and student intern orientation and training materials and outlining expectations, policies, and responsibilities for all volunteers and student interns.

An evaluation of the overall use of volunteers and student interns will be conducted on an annual basis by the coordinator.

320.7 DUTIES AND RESPONSIBILITIES

Volunteers assist department personnel as needed. Assignments of volunteers will usually be to augment the Administration Division, but volunteers may be assigned to other areas within the

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Department as needed. Volunteers should be placed only in assignments or programs consistent with their knowledge, skills, and abilities and the needs of the Department. Student interns should be assigned to areas that meet the needs of both their educational program and the Department.

All volunteers will be assigned to duties by the volunteer coordinator or the authorized designee.

320.7.1 COMPLIANCE

Volunteers and student interns shall be required to adhere to all department policies and procedures. A copy of the policies and procedures will be made available to each volunteer and student intern upon appointment. The volunteer and student intern shall become thoroughly familiar with these policies.

Whenever a rule, regulation, or guideline in this Policy Manual refers to regular department personnel, it shall also apply to a volunteer and student intern, unless by its nature it is inapplicable.

Volunteers and student interns are required by this department to meet department-approved training requirements as applicable to their assignments.

320.8 TASK-SPECIFIC TRAINING

Task-specific training is intended to provide the required instruction and practice for volunteers and student interns to properly and safely perform their assigned duties. The training should correspond to the assignment as determined by the volunteer coordinator.

Volunteers and student interns will be provided with an orientation program to acquaint them with the policies of the Department and probation procedures applicable to their assignments.

Volunteers and student interns should receive position-specific training to ensure they have adequate knowledge and skills to complete the required tasks and should receive ongoing training as deemed appropriate by their supervisors or the volunteer coordinator.

Training should reinforce to volunteers and student interns that they shall not intentionally represent themselves as, or by omission infer that they are, officers or other full-time members of the Department. They shall always represent themselves as volunteers or student interns.

All volunteers and student interns shall comply with the rules of conduct and with all applicable orders and directives, either oral or written, issued by the Department.

320.9 SUPERVISION

Each volunteer and student intern must have a clearly identified supervisor who is responsible for direct management of that individual. This supervisor will be responsible for day-to-day management and guidance of the work of the volunteer or student intern and should be available for consultation and assistance.

Functional supervision of volunteers and student interns is the responsibility of the supervisor in charge of their assigned duties. The following are some considerations that supervisors should keep in mind while supervising volunteers and student interns:

- (a) Take the time to introduce volunteers and student interns to members on all levels.

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- (b) Ensure volunteers and student interns have work space and necessary office supplies.
- (c) Make sure the work is challenging. Do not hesitate to give volunteers and student interns an assignment or task that will utilize these valuable resources.
- (d) Ensure the work for student interns meets the needs of their educational program, while also meeting the needs of the department.

A volunteer may be assigned as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of an employee of the HCPD.

320.9.1 EVALUATIONS

While in training, volunteers should be continuously evaluated using standardized daily and weekly observation reports. A volunteer will be considered a trainee until the volunteer has satisfactorily completed training. Volunteers who have completed their training should be evaluated annually using performance dimensions applicable to the duties and authorities granted to that volunteer. Student interns may need separate evaluations as a requirement of their educational program.

320.9.2 FITNESS FOR DUTY

No volunteer or student intern shall report for work or be at work when the individual's judgment or physical condition has been impaired due to illness or injury, or by the use of alcohol or drugs, whether legal or illegal.

Volunteers or student interns shall report to their supervisors any change in status that may affect their ability to fulfill their duties. This includes but is not limited to:

- (a) Driver's license.
- (b) Medical condition.
- (c) Arrests.
- (d) Criminal investigations.
- (e) All law enforcement contacts.

320.10 INFORMATION ACCESS

With appropriate security clearance, a volunteer or student intern may have access to or be in the vicinity of criminal histories, investigative files, or information portals. Unless otherwise directed by a supervisor, the duties of the position, or department policy, all such information shall be considered confidential. Only that information specifically identified and approved by authorized members shall be released. Confidential information shall be given only to persons who have a need and a right to know as determined by department policy and supervisory personnel.

A volunteer or student intern whose assignment requires the use of, or access to, confidential information will be required to be fingerprinted and have the fingerprints submitted to the California Department of Justice to obtain clearance. Volunteers or student interns working this type of assignment will receive training in data practices and be required to sign a nondisclosure agreement before being given an assignment with the Department. Subsequent unauthorized

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disclosure of any confidential information verbally, in writing, or by any other means by the volunteer or student intern is grounds for immediate dismissal and possible criminal prosecution.

Volunteers and student interns shall not address public gatherings, appear on radio or television, prepare any article for publication, act as correspondents to newspapers or other periodicals, release or divulge any information concerning the activities of the Department, or maintain that they represent the Department in such matters without permission from the proper department personnel. Student interns should receive training on the type of information or material allowed in reports or articles prepared for their educational program.

320.10.1 RADIO AND MOBILE DIGITAL TERMINAL USAGE

Volunteers and student interns shall successfully complete state and federal database access training and radio procedures training prior to using probation radios or XXX Mobile Data Computers and shall comply with all related provisions. The volunteer coordinator should ensure that radio and database access training is provided for volunteers and student interns whenever necessary.

320.11 EQUIPMENT

Any property or equipment issued by the Department shall be for official and authorized use only. Any property or equipment issued to a volunteer or student intern shall remain the property of the Department and shall be returned at the termination of service.

320.12 DISCIPLINARY PROCEDURES/TERMINATION

If a volunteer is the subject of a personnel complaint or becomes involved in an internal investigation, the matter shall be investigated in compliance with the Personnel Complaints Policy. If a student intern is the subject of or is involved in an internal investigation, the coordinator of the educational program that sponsors the intern should be notified.

Volunteers are considered at-will and may be removed from service at the discretion of the Chief Probation Officer, with or without cause. Volunteers shall have no property interest in their continued appointments. However, if a volunteer is removed for alleged misconduct, the volunteer will be afforded an opportunity through a liberty interest hearing solely for name-clearing purposes, which shall be limited to a single appearance before the Chief Probation Officer or the authorized designee.

Volunteers may resign from volunteer service with the Department at any time. It is requested that volunteers who intend to resign provide advance notice and a reason for their decision.

320.12.1 EXIT INTERVIEWS

The volunteer coordinator should conduct exit interviews, where possible. These interviews should ascertain why the volunteer is leaving the position and should solicit the volunteer's suggestions on improving the position. When appropriate, an exit interview should also include a discussion on the possibility of involvement in some other capacity with the Department. Student intern

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exit interviews should solicit the intern's suggestions for improving the internship and learning opportunities with the department.