City of Shakopee

VOLUNTEER GUIDE

Table of Contents

Letter from the Mayor 3

Welcome Volunteers

Definition of a volunteer 4
Importance of volunteers 4

City of Shakopee Volunteer Program

Mission of Volunteer Program 4
What a volunteer can expect from the City of Shakopee 4
Responsibilities of volunteers 5

Volunteer Process

Who can volunteer 5
Volunteer application 5
Interview process 5
Background checks 5
Placement 5
Orientation and trainings 5

Volunteer Expectations

Supervision 6
Attendance and time 6
Change of placement 6
Dress code 6
Accidents or injuries 6
Equal Opportunity 6
Americans with Disabilities Act 6

Respectful Behavior Policy 6

Communication

City website 6
Gov-Delivery 7

Thank you for Volunteering

Your Feedback is important 7

Dear City of Shakopee Volunteer,

Thank you for volunteering with the City of Shakopee. Shakopee's volunteer program is an important part of our organization and is a key resource to support the mission and needs of the city.

Volunteering with the City of Shakopee offers hundreds of opportunities to make a difference in our vibrant city and in the lives of those who visit, work, and live in Shakopee. Volunteering offers rich opportunities to engage with others who care about the same things you do, to utilize existing skills and build new ones, and feel the satisfaction of sharing your time and talents.

Whether you are looking for one-time, on-going or project-based volunteer opportunities, there is an avenue for you to engage. We encourage individuals, families, and groups, of all sizes to discover the possibilities of volunteering with the City of Shakopee.

Sincerely,

Matt Lehman
Mayor, City of Shakopee

Welcome Volunteers

Volunteers are a very valuable resource for the City of Shakopee. They make our community a great place to work, shop, play, and live. On behalf of the entire staff of the City of Shakopee, we appreciate that volunteers make Shakopee the kind of place that we all take pride in.

- More than 500 individuals volunteer with the city each year
- Volunteers extend resources
- Volunteers enhance services

This information has been developed to serve as a guide to your role and responsibilities when serving as a volunteer for the City of Shakopee.

Definition of a volunteer
A volunteer is an individual who contributes time, talent, and service to assist the City of Shakopee in the accomplishment of its mission to provide high-quality service without expectation or receipt of compensation.

Importance of volunteers
We want you to feel part of a team that works together to support the city. Volunteers play an important part in the success of the city.

Volunteers:
- Bring new ideas and energy
- Complement and expand the services of staff by sharing their unique skills and abilities
- Enrich and increase the quality of programs
- Offer additional services to citizens
- Bring valuable perspective, diversity of backgrounds, and experiences
- Provide opportunities for community members to be involved
- Promote community support
- Increase community knowledge

We hope this guide is informative and helps you quickly settle into your new role with the city. We depend on you — your success is our success. Your volunteer coordinator is prepared to answer any questions you might have. We believe you will find that the City of Shakopee is a great place to volunteer.

City of Shakopee Volunteer Program

The mission of a Volunteer Program is to strengthen our community by:
- Providing an opportunity for residents to contribute to city government.
- Facilitating active partnerships between city staff and the community
- Enriching city programs through volunteer involvement & participation
- Helping citizens become more familiar with the city programs & services.

What a volunteer can expect from the City of Shakopee:
- To be assigned tasks that are of value to the city, residents, and stake holders
- To be sufficiently trained to succeed in the role they are fulfilling
- To be supported and supervised from an assigned staff.
- To be provided with regularly scheduled feedback regarding performance
- To give input into the planning and evaluation of programs in which they participated
- To be recognized and thanked for their contributions

Responsibilities of volunteers

- To carry through with their commitment(s) to the City of Shakopee
- To be responsible, reliable, and supportive of the City of Shakopee, the program with which they volunteer, and the program participants/constituents
- To maintain confidentiality in their activities
- To perform their agreed upon duties within the established guidelines, as outlined in the orientation and training process
- To respect the uniqueness of individuals they work with through their role as a volunteer with the City of Shakopee
- To accept the leadership of the staff supervisor
- To maintain on-going and open communication with staff regarding their needs and concerns as a volunteer
- To consult staff for clarification of policy and/or procedures
- To participate in orientation and training programs when required
- To be part of a team
- To represent the City of Shakopee in a positive manner when dealing with the public
- To be informed about their responsibilities and limits
- To ask questions if unclear of any tasks or in need of supplies
- To report any damaged or unsafe equipment or situations

Volunteer Process

Who can volunteer?

- Anyone, you do not have to be a Shakopee resident
- You need to be at least 14 years old to assist with events unless accompanied by an adult

Volunteer Applications

- Applications are used for those seeking regular, ongoing opportunities
- Interested individuals will be asked to apply via the City's website. Upon reviewing an application, the Community Engagement Coordinator will contact the applicant for an interview

Interview Process

- Will be scheduled in person or via Zoom after your application is received
- The interview will cover your areas of interest, experience, and availability
- The goal of the interview is to best match your skills with the work needed

Background Checks

- To ensure safety and securit of volunteers with the City of Shakopee are
- Required for all volunteer positions and volunteers 18+
- Conducted in a professional and confidential manner with volunteer's knowledge and permission

Placement

The integrity of the volunteer program requires that individuals will only be placed in positions with the most opportunity for success. This means that candidates will be matched to positions based on the skills, personality, and time commitment necessary for each position.

Orientation and Training

- All volunteers are required to attend an orientation via video format
- Once the orientation video is complete, volunteers will be scheduled for their first shift
- The Community Engagement Coordinator will provide volunteer duty expectation via email
- At the first shift, volunteers will receive on-the-job training, specific to their service assignment. This training will primarily be performed by a city staff member who supervises volunteers

Volunteer Expectations

Supervision

- Supervision will be provided in person by program supervisor or Community Engagement Coordinator
- Volunteer activities under certain circumstances may be self-directed
- Staff provides orientation, safety requirements, department policy and procedures.
- Scheduling will be agreed upon between the volunteer and the supervisor
- Use of equipment and supplies related to the volunteer task will be made available.
- Opportunities for evaluation and feedback will be provided
- Volunteers are encouraged to offer ideas and suggestions for program improvement

Attendance and Time

Volunteer attendance is important to the operation of the volunteer program. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day.

Dress Code/Identification

- As a volunteer, please dress according to the needs of your job and be well groomed
- Clothing with inappropriate messages or symbols should not be worn
- If you are issued a vest, or t-shirt identifying you as a volunteer please wear it while volunteering

Accidents or injuries while volunteering

If you should happen to be injured while volunteering, you must let the Community Engagement Coordinator or your assigned supervisor know immediately.

Equal Opportunity

The city does not discriminate on the basis of race, creed, color or national origin, place of residence, disability, marital status, status with regard to public assistance, gender, sexual orientation, veteran status, pregnancy, age or other class protected by local, state, or federal law.

Americans with Disabilities Act (ADA)

The City of Shakopee will comply with all requirements of the Americans with Disabilities Act of 1990 (ADA) that ensures that qualified individuals with disabilities have equal access to all services offered by local government.

Respectful Behavior Policy

The city believes in a respectful work environment from all employees, council members, commissioners and volunteers. Some examples of behaviors that will not be tolerated are: harassment, violence, or discrimination of any kind. The city also promotes a drug/tobacco/alcohol and weapon free workplace to offer a safe environment for all. Should you notice behavior that does not align with these initiatives- report it immediately to the Volunteer Coordinator or your assigned supervisor.

Communication

Good communication is essential for a successful volunteer experience. Volunteers and staff share this responsibility. We encourage you to communicate on a regular basis with the program supervisor or Community Engagement Coordinator.

City Website: www.ShakopeeMN.gov

We encourage you to become familiar with the city's web site. You can learn more about our volunteer opportunities and program happenings.

Email Newsletters
The City of Shakopee strives to communicate adequately with our volunteer. Occasional emails will provide news and events happenings within the City of Shakopee. As a volunteer, your email will be added to our email list. You can unsubscribe at your convenience.

Thank you for volunteering!

We want your volunteer involvement to be satisfying and rewarding. The most effective recruitment method is for satisfied volunteers to share their enthusiasm about volunteering with people they know. We hope you will tell your friends and family about your experiences and encourage them to volunteer as well.

Your feedback is important
We welcome your comments and suggestions at any time. They help us improve our support services for volunteers. Periodically we may contact you to participate in a survey or other forms of evaluation, and volunteers are encouraged to fill out the feedback form online.