



# **VOLUNTEER PROGRAM GUIDE**

## **NEW BERN PARKS & RECREATION Volunteer Program**

This Program is designed to coordinate and manage individuals and groups who are interested in volunteering for the many New Bern Parks and Recreation activities, facilities, parks, programs, and Special Events.

### **Policy Statement**

The purpose of this policy is to establish guidelines for volunteer participation within the Parks and Recreation Department. These guidelines do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Director of Parks and Recreation reserves the right to change these policies at any time and as needed.

### **Our Mission**

To enhance the quality of life for all citizens through the development of sustainable facilities, parks, programs, and services that promote a lifestyle of cultural arts, physical activity and wellness for all.

### **Program Goals**

- To increase awareness of the many parks and recreation activities, facilities, parks, programs and special events.
- Create a partnership with the community to be involved in our department.
- To provide inclusive participation in department sponsored functions.
- Support ways to improve our offerings through volunteer efforts.

### **A Volunteer is**

Someone who donates their time and efforts, without compensation or obligation, to work toward a common goal. To volunteer means that you are working side by side with others at the direction of/or on behalf of the department. Volunteers are not considered employees of the City of New Bern.

### **Youth Volunteers**

Anyone interested in volunteering under the age of 18 must have parent/legal guardian consent. Youth volunteers will be supervised by adult Parks and Recreation staff.

### **Employees as Volunteers**

we accept the services of city staff as volunteers. This service is accepted provided that the volunteer service is:

- Provided totally without any coercive nature.
- Involves work which is outside the scope of normal staff duties.
- Is provided outside of usual working hours.
- Staff understands there is no compensation for their service.

## **Volunteer Expectations**

Prior to being assigned a task, Parks and Recreation will review expectations and responsibilities. All volunteers are expected to:

- Adhere to the Volunteer Policy.
- Treat citizens and co-workers with respect.
- Be aware of department rules, regulations and safety procedures that apply to the assignment.
- Be cooperative by accepting Supervisor instructions, guidance and suggestions.
- Ensure you have dependable transportation.
- Be friendly, enjoy working with people and have a positive attitude.
- If you have any issues or problems, please contact the Volunteer Coordinator or the Director of Parks and Recreation.

## **Volunteer Coordinator**

The Special Projects Coordinator shall coordinate the volunteer program, which includes recruitment, screening, selection, placement, and record keeping. Once a volunteer is approved, the Coordinator works with parks and recreation staff to place volunteers in meaningful roles.

## **Procedures**

- Recruitment – Parks and Recreation staff recruit volunteers through word of mouth, special events, youth groups, civic clubs, churches, scouting, non-profits, press releases, city website and social media.
- Screening – All volunteers will be screened by staff to ensure compatibility of the volunteer with the work assignment.
- Selection – The Volunteer Coordinator will select candidates that show an interest and/or qualification in available opportunities.
- Placement – The Volunteer Coordinator works with department staff in placing volunteers in meaningful opportunities.
- Record Keeping – Volunteers are required to sign in/out when completing their work. All records are maintained in a confidential manner at Parks and Recreation Administration.

## **Orientation and Training**

The Volunteer Coordinator and/or Volunteer Supervisor member are responsible for providing a general orientation and training for the specific assignment. The Supervisor will provide the necessary information for the volunteer to perform their job to the best of their availability. Parks and Recreation staff that are assigned volunteers will receive Volunteer Supervisor training.

## **Supervision of Volunteers**

Parks and Recreation staff members who are assigned as a supervisor for individuals or groups are responsible for providing day to day management, guidance and assistance. Staff and/or volunteer involvement with children will be transparent.

## **Background Checks**

Depending on the assignment, volunteers will be subject to complete a background verification form.

## **Volunteer Placement and Schedules**

Work schedules are flexible and will vary depending on the availability of the volunteer and staff. Volunteers are responsible for letting the Volunteer Coordinator know what their availability is. If a volunteer is unable to work their assigned schedule, they should notify the Volunteer Coordinator as soon as possible.

## **Evaluations**

Volunteers will have the opportunity to evaluate their experience. This will provide valuable feedback so the department can improve the volunteer program. Supervisors will also evaluate volunteers and the program they were associated with.

## **Record Keeping**

Volunteers are required to sign in/out whenever they receive an assignment. The Supervisor will provide the paperwork on site. At the end of the assignment, the Supervisor submits the paperwork to the Volunteer Coordinator. All other paperwork including the application and background checks are maintained at Parks and Recreation Administration.

## **Attendance**

Volunteers are expected to report to their assignments on time and ready to work. If you think you are going to be late, notify the Volunteer Coordinator as soon as possible.

## **Dress and Appearance**

As a volunteer, you are representing New Bern Parks and Recreation and the City of New Bern. Your appearance contributes to the overall impression of our city. Volunteers should dress for the activity they are assigned to. Additional guidance will be provided by the Volunteer Coordinator upon placement.

## **Safety**

Volunteers are very important to us. Volunteer safety is a top priority. Volunteers must adhere to all safety guidelines that apply to the assignment. Volunteers must report any injuries to the Volunteer Supervisor immediately.

## **Scope of Volunteer Involvement**

Volunteers may be used in many programs and activities offered by Parks and Recreation serve at appropriate levels of skill as determined by the supervising staff. Volunteers should not, however, be utilized to displace any paid employees from their positions.

## **Identification**

Depending on the assignment, volunteers will be issued a name badge for easy identification.

### **Equal Opportunities**

The City of New Bern is committed to creating and maintaining an environment in which all individuals are treated with respect and dignity. Volunteers have the right to work in an atmosphere which promotes equal opportunities and prohibits discriminatory practices including harassment.

Harassment or discrimination based on race, color, religion, sex, age, disability, national origin, or any other characteristic protected by law, arising in City of New Bern facilities or at City sponsored or endorsed functions is unacceptable and will not be tolerated.

Volunteers should promptly report all information concerning workplace harassment without regard to the identity of the harasser or victim to the Director of Parks and Recreation. Appropriate disciplinary action, which may include dismissal, will be taken against any individual found to be engaging in discriminatory behavior, harassment of any type, or found retaliating against persons filing a complaint.

### **Drugs and Alcohol**

The use and or possession of illegal drugs, and or alcohol in any city facility, park, activity, program, special event or vehicle will not be tolerated. Volunteers shall not report for duty or remain on duty when using, under the influence of, or possessing any controlled substance or alcohol, unless the substance is a medication prescribed for that volunteer and the volunteer has been instructed by a physician or dentist that the substance does not adversely affect the volunteer's ability to safely, effectively, or satisfactorily perform the duties assigned.

Any volunteer who brings, is under the influence of, uses, transfers, sells or attempts to sell on City Property at any time or otherwise violates this policy will be reported to the New Bern Police Department and will be dismissed.

### **Smoking**

Smoking is prohibited in all city vehicles and facilities.

### **Confidentiality**

As a volunteer, you are responsible for maintaining the privacy of any information you may obtain while serving as a volunteer, whether the information involves staff, volunteers, customers, citizens, or other persons in the overall organization. Following the conclusion of such volunteer opportunity, whether voluntary or otherwise, you shall not disclose any information that is not subject to public disclosure to any person or entity for any reason.

Volunteers should also remember that documents and E-mails written and received by a volunteer may be open to public inspection under North Carolina's public records law.

### **Resignation**

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

**Media**

Unless authorized by the Director of Parks and Recreation, volunteers are not authorized to talk with the media about Parks and Recreation Activities. If approached by the media, contact your supervisor immediately.

**Volunteer Recognition**

New Bern Parks and Recreation greatly appreciates all our volunteers. Depending on the activity, Volunteers can be recognized in a variety of ways. Some of those ways include a thank you, a shirt, a meal, a certificate of appreciation, and recognition by the Director of Parks and Recognition.

## New Bern Parks and Recreation Volunteer Opportunities

**After School Tutor:** Assist students in homework assignments, reviewing with them so they have a better understanding of material. *Qualifications:* Enjoys working with children and believes all children can learn. *Time commitment:* 2-4 hours per week in the afternoon during the school year. Volunteer hours: M-F 3:00 – 6:00.

**Arts & Crafts Aide:** Instructing arts & crafts to elementary children through adults. Plan projects and compile materials in advance of each session, assist participants with activity. Set up and clean up classroom. *Qualifications:* Must be 15 years of age or older. Have knowledge of and experience in teaching arts and crafts to either children or adults, enjoys making crafts and has artistic ability. *Time commitment:* 2-3 hours per week based on class schedule.

**Athletic Aide:** Assist with Athletic program activities organized by athletic supervisors and staff. Assist in special activities/programs for children and adults. *Qualifications:* Ages 15 and older. *Time commitment:* Available during sporting activities when scheduled. Hours: evenings and weekends.

### **Litter Aide**

Assist Parks Maintenance staff by picking up trash off the ground throughout the park system and dumping park trash cans. Time commitment required.

### **Maintenance Aide**

Perform general repairs under supervision. Will work on fixing playground equipment, park fences, and other items that need attention by staff. Must be able to work outside and have safety shoes. Must be at least 18. Time commitment required.

**Outdoor Activities Aid:** Ensure participants have a safe and enjoyable experience, prepare lesson plan for class/activity, work with assigned staff member to secure location for program and to acquire supplies/equipment, familiarize self with destination, prepare roster/name tags, keep attendance, return supplies/equipment. *Qualifications:* Experience leading specific outdoor activity and have desire to work with participants in a recreations setting. *Time commitment:* Available for programs and special events.

**Park Watch Aid:** Ensure safety of our parks and citizens by report suspicious or criminal activity to police. Assist with identifying safety/maintenance concerns. *Time commitment:* One year or as otherwise deemed necessary.

**Recreation Center Aid:** Assist with special activities organized by recreation supervisors and staff. Assist in special activities/programs for children and adults. Other opportunities include working in the front office to greet people as they come into the center and some light duty office work. *Time commitment:* Available during special activities when scheduled. Hours usually Monday – Friday from 9a – 9p but may include Saturday 9a – 3p.

**Score Keeper:** Keep score sheet during basketball and volleyball games in the recreation centers, assist with set up and cleanup of game area. *Qualifications:* Have some knowledge of the game played, can follow the game, be dependable and organized. *Time commitment:* Varies; 2-5 hours per week depending on game schedule.

**Special Event Volunteer:** Aid with festivals, events and programs. Includes set up, and tear down, posting and removing event signage, decorating. Assist with various tasks during an event. Attend meetings as needed, recommend improvements. *Time commitment:* Varies with each festival and event; can be day or two before event, day of and immediately following. Most events are on weekend.

**Summer Camp Assistant:** Assist Summer Camp staff with events, activities, games, and trips offered at summer camp for 6-12-year-old children. Provide a sense of safety for every child, escort campers to and from restroom, assist with daily sign in/out process, distribute lunches and snacks. *Qualifications:* Must be 14 years of age, in good standing in school and must submit one teacher's reference. Must be energetic, motivated and enjoy children 6- 12 years old. Must have transportation to and from assigned camp. *Time commitment:* Must be available daily, Monday-Friday, for the duration of Summer Camp. Camp hours are: 8:30 a.m. – 4:30 p.m.

**Swim Instructor Aid:** Assist lifeguards with swimming instruction. *Qualifications:* 14 years or older. Must pass swimming skills assessment and complete a training program. *Time commitment:* Min 2-hour shift. All sessions are Monday – Friday.

**Swimming Pool Assistant:** Assist lifeguards with basic pool maintenance, special events, clerical duties and public counter assistance. *Qualifications:* 14 years of age or older. Must have Red Cross swimming ability equivalent to intermediate level III. *Time commitment:* Min 2-hour shift. All sessions are Monday – Sunday.

**Time Clock Operator:** Keep time clock during basketball and volleyball games in the recreation centers, assist with set up and cleanup of game area. *Qualifications:* Have some knowledge of the game played, can follow the game, be dependable and organized. *Time commitment:* Varies; 2-5 hours per week depending on game schedule.

**Trip Facilitator:** Help ensure participants have a safe and enjoyable trip, familiarize self with destination including route, dining options and area information, work with assigned staff member to acquire needed supplies/equipment, prepare roster/name tags, and keep attendance, return supplies equipment. *Time Commitment:* Depends on trip.

**Translator:** Assist in communicating with non-English speaking customers; translate documents into publication. *Qualifications:* Must be fluent in both English and another language. Must be able to translate. *Time commitment:* Varies as needed.

**Youth Sport Coach:** Teach the youth in our sport programs the fundamentals of the sport they are playing and to have fun while learning, coach the following sports: Football, baseball, and basketball, Cheerleading, schedule/conduct practice, inform parents of scheduled practices, games and tournaments. *Qualifications:* Basic knowledge of sports rules, plays, proper sportsmanship; enjoys working with children; patients, friendly, helpful, enthusiastic attitude, can be firm as needed. *Time commitment:* Most youth sports are 2 months long.

**Volunteer Program Guide  
SIGN-OFF SHEET**

I acknowledge that I have received the Volunteer Program guide. I understand that it is my responsibility to review the information thoroughly. I understand that if I have any questions, I should speak with the Volunteer Coordinator or the Director of Parks and Recreation.

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Volunteer Name (please print)

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Volunteer Signature

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Date

**City of New Bern  
VOLUNTEER LIABILITY WAIVER**

**NORTH CAROLINA**

**CRAVEN COUNTY**

**RELEASE FROM LIABILITY AND  
HOLD HARMLESS AGREEMENT**

In consideration of the opportunity to participate as a volunteer (referred to hereafter as the "Activity"), I (the "Participant") hereby agree to release, defend, indemnify, and hold harmless the City of New Bern ("City") and its employees, agents, representatives, and public officials, from and against any and all claims, damages, losses, costs, responsibility or liability for personal injury, including death, and damage to or loss of property, whether or not arising from the negligence of the City and/or its employees, agents, representatives, and public officials, that I may incur arising out of my participation in the Activity, or arising out of my travel to and from the Activity's destination, or arising in connection with or resulting from any negligent acts or omissions of any third party, including but not limited to other participants, contractors or suppliers who render services on behalf of the City in connection with the Activity. I assume all risks associated with my participation in the Activity including, but not limited to, falls, bodily injury, contact with other participants, effects of the weather (including extreme cold, rain, wind and other weather related conditions), and all conditions of the site of the Activity, all such risks to be known and appreciated by me.

The terms of this agreement shall also be binding as to any other persons, including all family members, heirs, executors, or administrators. I understand this is a binding contract that supersedes any other agreements or representations and is intended to provide a comprehensive release of liability but is not intended to assert any defenses that are prohibited by law. If any part of this agreement is deemed unenforceable, all other parts shall be given full force and effect.

I have carefully read and understand this agreement, and I am aware that by signing this agreement I am waiving certain legal rights, including the right to sue.

I sign this agreement of my own free will.

I, the undersigned, am legally competent to sign this release. I have read the release and understand its contents. (If participant is under age 18, parent or legal guardian must sign.)

Agreed on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Address

I, being the parent or legal guardian of a minor under the age of 18 years signing above, having also read the above agreement and fully understanding its contents, approve of said minor's participation.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name