



# Volunteer Assistance Program General Guideline

**Mission Statement:** to enforce the codes of the city in order to protect the health, safety and welfare of the community; and, where violations occur, to work with our citizens to achieve compliance through an efficient and fair process.

**CONTENTS:** This guideline consists of the following numbered sections:

- I. PURPOSE
- II. SCOPE
- III. DISCUSSION
- IV. SELECTION
- V. TRAINING
- VI. CODE OF CONDUCT
- VII. UNIFORMS
- VIII. SUPERVISORY RESPONSIBILITY
- IX. TYPICAL ASSIGNMENTS

**I. PURPOSE:**

The purpose of this general guideline is to establish the Volunteer Assistance Program within the City of Port St. Lucie Code Enforcement Division and to provide guidelines for the selection, training, and use of members of the Volunteer Assistance Program.

**II. SCOPE:**

This general guideline applies to all Division personnel and all citizens serving as volunteers.

**III. DISCUSSION:**

The Division recognizes the talents and skills of the citizens residing in the City of Port St. Lucie, and utilizes those talents and skills in the Volunteer Assistance Program, by recruiting citizens from the community to work in various capacities within the Division on a volunteer basis.

**IV. SELECTION:**

The Neighborhood Services Director will be responsible for the selection and training of candidates selected for the Volunteer Assistance Program. Candidates selected to enter the Volunteer Assistance Program will be considered part of the Division's staff on a volunteer basis, and will be afforded the privileges of a paid em-

ployee in the routine day-to-day considerations within the Division.

- A. Any interested person who wishes to volunteer must complete an application supplied by the Code Enforcement Manager or Human Resource Department.

**V. TRAINING:**

- A. The Code Enforcement Manager matches the volunteer's skills and talents to the assignment, whenever possible.
- B. Candidates for the Volunteer Assistance Program will receive on-the-job training from the members of the Division they are assigned to work with.
- C. Volunteers may be used to complete clerical, administrative, or technical tasks as their abilities allow and will only be limited in performing functions that are regulated by state statute or union contract.

**VI. CODE OF CONDUCT:**

- A. All volunteers shall abide by the city's Rules and Regulations as they pertain to conduct of regular employees.
- B. A copy of the "Volunteers Handbook," which provides guidelines and expectations for volunteers, shall be provided to each participant.
- C. Volunteer members will comply with the work agreement as provided to them by the Division.
- D. Volunteers can be terminated at any time without the right of a grievance procedure.

**VII. UNIFORMS:**

- A. Civilian volunteers may be issued a uniform for carrying out field work.
- B. Volunteers will be provided a yellow identification card which will identify them as volunteers. This identification card will be worn at all times while volunteering services.

**VIII. SUPERVISORY RESPONSIBILITY:**

- A. The assignment and supervision of the volunteers will be determined by the Neighborhood Services Director.
- B. Any supervisor requiring the services of a volunteer will coordinate the assignment of the volunteer through the Neighborhood Services Director.
- C. All records of volunteer hours will be signed off by the Neighborhood Services Director or Code Enforcement Manager and will be forwarded to the Neighborhood Services Director on a monthly basis.
- D. Volunteers may require close supervision in areas of confidentiality and therefore, it is the requesting supervisor's responsibility to ensure Division procedures are followed at all times.

**IX. TYPICAL ASSIGNMENTS**

- A. Office Work
  - Filing
  - Computer entry
  - Copies
  - Mail room
  - Phone duty
  - Other office work as needed
- B. Field Work
  - Sign patrol and removal
  - Sweeps
  - Lawn cutting inspections
  - Abandoned homes monitoring
  - Other field work as needed