

VOLUNTEER

HANDBOOK



WELCOME TO IOWA HHS

What is in this Handbook?

This manual is intended for new volunteers with HHS. Our goal is to give you a broad overview of the Agencies main functions and the policies that guide our programs.

The policies included are guidelines only and are subject to change as the Agency deems appropriate and necessary. From time to time you may receive notice of new or modified policies, procedures, benefits, or programs. You are encouraged to talk with your supervisor or other staff members if you have any questions about the contents of this handbook.

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Welcome Message

Dear Volunteer,

We are very glad you are joining us in the work of Iowa Health and Human Services. Volunteers are an important extension of our staff and perform a wide variety of essential work to support our mission.

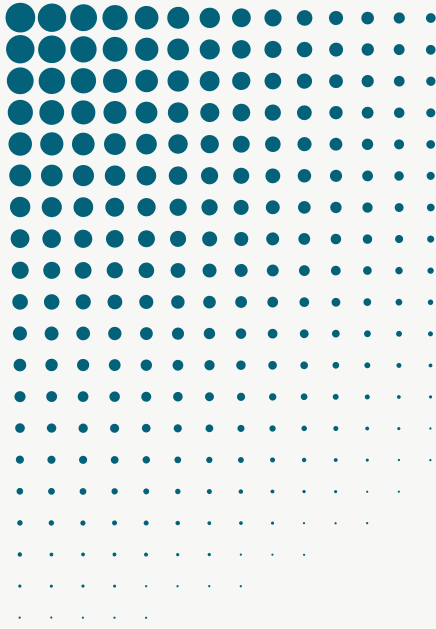
We will do our best to ensure you have a positive and rewarding experience and want you to know how much we appreciate you sharing your time, talent, skills, and experience with us.

The following pages of this handbook include details about our organization and the roles and responsibilities of our volunteers. Again, welcome and thank you!

Benjamin Cohen

HHS Volunteer

Engagement Coordinator



Mission and Vision

Mission

Iowa HHS provides high quality programs and services that protect and improve the health and resiliency of individuals, families, and communities.

Societal Vision

Individuals, families, and communities are safe, resilient and empowered to be healthy and self-sufficient.

Organizational Vision

Iowa HHS is a trusted leader and partner in protecting health and providing high quality, equitable services.

Guiding Principles

Data Driven

We make informed, data-driven, and evidence-based decisions to drive quality and improve results.

Accountability

We use public resources responsibly to improve lives through the programs and services we provide.

Integrity

We generate trust through honest, respectful, and reliable work that we can be proud of.

Communication

We communicate in a thoughtful and coordinated way to ensure individuals are well informed about our work.

Collaboration

We facilitate meaningful partnerships that focus on the voices of the individuals and communities we serve.

General Information

Volunteers engaged in the activities of Iowa HHS have a tremendous impact on helping achieve the Agency's mission and complement the work of our staff by:



Increasing organizational capacity



Multiplying the reach and effects of the services, initiatives, and programs we offer



Allowing the State to utilize taxpayer investments in a much more effective and impactful way by extending resources



Bringing new insights and energies to the work of the Agency

Our primary goals are:

1. To have volunteers and staff work in true partnership with shared responsibility and accountability in the delivery and support of our mission and programs
2. To engage volunteers in activities that provide highly satisfying experiences.

General Information

Paid Staff and Volunteer Relations

Paid staff and volunteers come together to work toward achieving the mission, goals, and objectives of Iowa HHS. Volunteers complement the work done by paid staff and help increase the capacity of the organization to support and expand volunteerism across Iowa. Volunteers do not replace or displace paid positions.

A paid staff member will be assigned to provide supervision, training, and feedback for your specific assignment. You will primarily work with your supervisor but may have opportunities to interact and work with other staff members as well.

We value the experience and insights of both paid and volunteer staff and encourage feedback about our organization, processes, and programs. Comments, questions, or suggestions can be shared through respective supervisors.



Volunteer Policies

As an agency of state government, HHS follows all policies in the official State of Iowa Employee Handbook.

Some of the policies DO NOT apply to volunteers; however, the policies listed below DO apply to our volunteers (substituting the word “volunteer” for “employee”, unless “employee only” is specified).

- Equal Employment Opportunity, Affirmative Action, and Anti-Discrimination Policy
- Drug-Free Workplace and Substance Abuse Policies
- Smoking and Tobacco Use Policy
- Social Media Policy
- Violence-Free Workplace Policy
- Safety
- Management Access to Work Areas
- Gifts and Gratuities
- Use of State Property
- Protection from Reprisal

Full descriptions of these policies can be found here.

(https://das.iowa.gov/sites/default/files/hr/documents/SOI_E_E_Handbook.pdf)

Volunteer Policies

Code of Conduct - As a volunteer, I am committed to:

1. Perform my volunteer duties to the best of my ability.
2. Adhere to agency rules and procedures, including record-keeping requirements and confidentiality of agency and client information.
3. Meet time and duty commitments or provide adequate notice so that alternate arrangements can be made.
4. Understand that the state is not liable for any actions I take outside of the official scope of my volunteer activities.
5. Understand I am not eligible for workers compensation benefits arising from a work-related injury resulting from my volunteer activity.
6. Understand that my volunteer assignment may be terminated at any time by either party to the Agency/Volunteer Agreement.

Building Access and Parking:

If your volunteer assignment entails working or attending meetings in a state office building, you will be given parking instructions in advance.

Volunteer Policies

Communications:

Volunteers should primarily rely on their assigned supervisor to answer questions. However, all staff members are available and happy to assist volunteers with their needs.

Media Communication

Volunteers who are contacted by members of the news media should refer the inquiry to department's Public Information Officer within the Bureau of Communications.

When a media inquiry is received by the PIO, Volunteers may be asked to assist in the preparation of materials, talking points, or documents to use in responding to the inquiry. Volunteers may also be asked to participate in an interview. In these cases, the Communications Bureau will help prepare the Volunteer for the interview.

HHS Volunteers may be approached outside of work by the news media. Volunteers are free to speak with the media and provide their personal opinions. However, when the subject matter is related to HHS programs or services, the Volunteer must clearly state they are providing personal views and not necessarily those of the department. Volunteers should exercise caution to ensure they do not inadvertently disclose privileged information or violate confidentiality laws.

Volunteer Policies

Confidentiality:

Volunteers may have access to confidential information as a part of their duties and are required to take training and sign an attestation. Information provided should be discussed only with appropriate HHS staff and should not be used to the benefit of any specific person or organization.

Expense Reimbursement:

Volunteers should seek **preapproval** from their supervisor prior to incurring travel expenses. In most cases, volunteers will make their own travel arrangements, hotel reservations, etc. Volunteers must adhere to state reimbursement limits, pay their own hotel bills, parking fees, meals and misc. travel expenses; then submit a Volunteer Expense Report (along with all required documentation) to request reimbursement.

Social Media:

The Iowa Department of Health and Human Services organization's social media policy applies to all employees and volunteers in HHS,. This policy should be read in conjunction with the State of Iowa Employee Handbook and the State of Iowa social media Policy for Executive Branch Employees. Authority for this policy is derived from the Appendix F: Social Media Policy, of the State of Iowa Employee Handbook.

Volunteer Policies

Insurance and Liability:

As stated in the Agency/Volunteer Agreement, the state is not liable for any actions a volunteer takes outside of the official scope of their volunteer activities. Volunteers are not eligible for workers compensation benefits arising from a work-related injury resulting from their volunteer activity. The Federal Volunteer Protection Act of 1997 (Title 42 U.S.C. 14503) provides certain protections to volunteers, nonprofit organizations, and governmental entities in lawsuits based on the activities of volunteers.

Mutual Performance Reviews:

Volunteers will receive periodic opportunities for mutual performance reviews. These check-in meetings give both the volunteer and staff an opportunity to discuss additional support the organization needs to offer volunteers to ensure success, express appreciation, identify problems and needs, determine the volunteer's future involvement in the organization, and hold the volunteer and the organization accountable for their commitment to one another.

Reporting Hours:

Volunteers are asked to report hours as they occur or on a regular basis.



Volunteer Policies

Dress Code:

Dress code for HHS varies by building. For in-person volunteer events, staff can provide guidance on appropriate attire.

Volunteer Records:

HHS maintains records for volunteers in accordance with DAS-HRE rules and policies. A volunteer's file includes copies of their application and other documents pertinent to their volunteer assignment(s). Volunteers may access their file, except for confidential references or other materials identified by DAS-HRE rules or by statute. Volunteers who wish to review their files must arrange a time during business hours that is convenient to their department(s). Volunteers may be charged the actual cost of copying file information.

Political Activities:

All volunteers have the right to express their opinions as individuals on political issues and candidates. However, volunteers are prohibited from engaging in political activity during scheduled work hours, when using state equipment, or while on state property. These activities include, but are not limited to, soliciting or receiving political contributions. Political buttons and other attire may be worn by volunteers who have minimal contact with the public, if the buttons do not constitute a safety risk.

Volunteer Policies

Recognition:

As part of the volunteer application process, we collect information about how you prefer to be recognized for your contributions. In addition, we may select volunteers to receive special awards, feature them in a posting on Facebook, our website, or recognize them by other means. We want to make sure our volunteers – and the world – know how much their contributions are appreciated.

Requesting Supplies or Equipment:

Volunteers should seek **preapproval** from their supervisor prior to purchasing supplies, services, or equipment. Office supplies, state computer systems, and equipment may already be available or can be ordered by staff if specific items are necessary to complete job tasks.

Work Schedule/Attendance:

The very nature of the volunteer positions offered requires flexibility with regards to scheduling; our staff will make every effort to accommodate volunteers' schedules whenever possible. If you are unable to complete a volunteer shift or activity, please contact your supervisor as soon as possible.



Volunteer Policies

Termination / Resignation:

Program-Initiated Termination

Volunteers are not employees and can be terminated by The Agency at any time and for any non-discriminatory reason. Some circumstances warrant immediate termination. The Agency is not obligated to keep a volunteer who is not performing satisfactorily or if there are unresolvable conduct issues. Whenever possible, the volunteer supervisor should work with the volunteer to correct performance and behavior before moving to terminate the volunteer.

Volunteer-Initiated Termination

Volunteers may terminate the agreement themselves at any time. Volunteers may decide to end their services for several reasons, such as the completion of a specific project, a conflict with personal or family obligations, or the acquisition of a new job. If the volunteer intends to use their volunteer experience as a means of qualifying for a particular job, they may request a letter from the supervisor verifying the type of work performed.

Termination Process

When a volunteer's service is terminated with The Agency, either voluntarily or involuntarily, an exit survey will be provided. Date and reason for termination should be noted in the volunteer's file.

Resources

Mailing Address & Hours	321 E 12th St, Des Moines, IA 50319 Monday-Friday 8 am - 4:30 pm, Closed on State Holidays
General Contact Information:	Benjamin Cohen HHS Volunteer Engagement Coordinator benjamin.cohen@volunteeriowa.org 515-349-4702



Helpful Links

State of Iowa Employee Handbook

https://das.iowa.gov/sites/default/files/hr/documents/SOI_EE_Handbook.pdf

Get Connected HHS Site



Iowa HHS Volunteer Handbook Acknowledgment

I acknowledge that I have received, read, and understand the Iowa Department of Health and Human Services Volunteer Handbook.

I agree to follow the guidelines, policies, and procedures outlined in the handbook during my volunteer service.

I understand that this handbook is intended to serve as a general reference and may be updated by the Iowa HHS as needed.

Date:

Signature of Volunteer