



## Volunteer Policies & Procedures

### Volunteer Requirements

- All volunteers must demonstrate commitment to privacy and confidentiality
- All volunteers must be 21 years of age or older to work with our programs independently
- Anyone under the age of 21 wishing to volunteer must be accompanied by a parent/guardian
- All volunteers must be dedicated to valuing diversity of: Sexual Orientation, Race, Ethnicity, Age, Gender, Gender Expression, Economic Status, Physical Ability, Mental Ability, Religion or lack thereof, and all other aspects of human difference

### Application Process

- Every volunteer for AIDS AL must complete a volunteer application that can be found on AIDS AL's website: [www.aidsalabama.org/volunteer](http://www.aidsalabama.org/volunteer)
- Once the application is complete, the Development Department will review the application, email the volunteer within one week of submission to schedule orientation, and add volunteers to the agency database
- Volunteers then receive emails when various opportunities arise
- Applications are retained in the agency database indefinitely or until a volunteer requests to be removed

### Volunteer Orientation

- Before participating in any volunteer opportunity, applicants must complete AIDS AL's Volunteer Orientation
- Orientation is an hour-long session that consists of:
  - Review of Confidentiality Agreement
  - Review of Volunteer Expectations & Responsibilities
  - Introduction to AIDS AL
  - HIV 101
  - Trauma-Informed Care 101
- Orientations are hosted regularly ahead of large events and on an as-needed one-to-one basis. In certain situations, at the discretion of the Department of Development, volunteers may also satisfy orientation requirements by viewing self-paced slide decks and completing a brief comprehension assessment
- Once orientation is complete, volunteers are assigned to the AIDS AL staff person responsible for the project/program/event most aligned with interests

### Volunteer Expectations and Responsibilities

*Volunteers may expect that staff and other AIDS AL volunteers will...*

- Demonstrate utmost reverence for privacy & confidentiality
- Be respectful to all people
- Provide a welcoming environment in which you can work
- Provide resources and tools for the projects you are working on
- Provide a support network for you in your activities
- Help you understand the amount and types of work required for a given volunteer opportunity
- Be accommodating and understanding



- Accept and affirm you
- AIDS AL expects volunteers will...*
- Demonstrate utmost reverence for privacy & confidentiality
  - Be respectful to all people
  - Be a good representative of AIDS AL and our message while volunteering
  - Be friendly to all people: familiar faces, newcomers, and fellow volunteers
  - Act in accordance with [Who We Are](#)
  - Educate yourself about the issues we are working on
  - Work with us to find volunteer opportunities that fit your interests and skills
  - Let us know in advance if you cannot show up for a volunteer opportunity that you committed to

### **One-Time/Project Volunteer Groups**

- AIDS AL welcomes groups to participate in large one-time volunteer projects. We can work with your group and your timeline to develop a meaningful volunteer opportunity around your group's availability, interests, and abilities
- Groups must designate a primary point of contact who will complete and return a group volunteer application (available upon request)
- Group members will not be added to AIDS AL's database of volunteers who receive ongoing communications as opportunities arise (if any individual is interested in ongoing/event volunteer opportunities, they should complete the online volunteer form)
- Every participant must still complete required documentation & minimum training before engaging in any AIDS AL volunteer activity:
  - Confidentiality Agreement
  - Introduction to AIDS AL & HIV 101 Training

### **Volunteer Grievance Policy**

- If a volunteer has a grievance, it must first be addressed with the AIDS AL staff person to which the volunteer has been assigned
- If the issue is not resolved, volunteers should address the issue with the Development Coordinator
- If the volunteer remains unsatisfied with the outcome (or if the issue is with the Development Coordinator), the volunteer must meet with the HR Champion

### **Tracking/Reporting**

- AIDS AL seeks to quantify volunteer impact. As such, it is imperative that volunteer hours are tracked and aggregated for reports
- Volunteers are expected to communicate with their assigned staff person anytime they are performing volunteer duties for the agency
- AIDS AL staff persons to which a volunteer has been assigned (or staff persons coordinating group volunteer projects) should report hours served to the Director of Development monthly