Transitional Volunteer Program
Volunteer Manager Handbook

Everyone can be great because everyone can serve.
— Martin Luther King, Jr.
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Dear Volunteer Manager,

Thank you for your interest in the Transitional Volunteer Program (TVP), a program of The Volunteer Center Serving San Francisco and San Mateo Counties. We have assembled this package to provide you with basic information about the services of TVP, as well as to assist you in the process of working with transitional volunteers.

Within these pages you will find a program overview, guidelines for working with transitional volunteers, and sample TVP forms, among other information. Please read through the materials and contact us to clarify any questions you may have.

TVP is committed to bringing you competent and committed volunteers that meet your needs and carry forth the work of your organization. We appreciate the opportunity to work in collaboration with you to diversify your volunteer program and open up opportunities to volunteers with disabilities. The TVP staff is available to support you at all stages of the volunteer placement process, from finding appropriate candidates, to training and evaluation. If ever questions arise, please do not hesitate to contact us.

For additional information, please contact us by phone: 415-982-8999, TDD/TTY: 415-982-0291 or email: tvp@thevolunteercenter.net.

We look forward to working with you!

Sincerely,

The Transitional Volunteer Program Staff
Who is a Transitional Volunteer?

Transitional Volunteers are individuals with disabilities who have been referred to The Volunteer Center to receive personalized support in finding and carrying out a volunteer placement. Transitional Volunteers are diverse individuals with a variety of skills who come from all neighborhoods of San Francisco and represent many cultural and economic communities.

What do Transitional Volunteers have in common with other volunteers?

- A unique set of skills to contribute to your organization
- The desire to participate in the community
- The desire to explore new areas of vocational interest
- The desire to succeed and develop personally through their work

What disabilities might TVP Volunteers have?

- Mental health disabilities
- Physical disabilities
- Developmental disabilities
- Life threatening diseases
- Learning disabilities

What unique challenges may Transitional Volunteers face in their volunteer work?

- Low self esteem and a high sensitivity to criticism
- Difficulty processing verbal and/or written information
- Need for clear and concise instructions; possibly repeated several times
- Limited ability to multitask
- Discomfort being in large groups of people
- Fear of making mistakes
- Fear of asking for assistance
- An unstable financial and/or housing situation
- Poor personal grooming
Overview of the TVP Placement Process

Following is the TVP procedure for placement of volunteers.

1. A Volunteer meets with a TVP Counselor for an in-depth interview, in which strengths, challenges, goals, and potential volunteer placements are explored. The TVP Counselor contacts Volunteer Managers at selected organizations to inquire about openings and to set up a meeting or orientation for the Volunteer.

2. The volunteer attends an interview or orientation at the nonprofit organization. The TVP Counselor is available to attend this interview if desired by the Volunteer. A decision to accept or decline the placement is made by both the Volunteer and the Volunteer Manager. At this time, a schedule may also be set.

3. Within one working day of the interview, as well as after the first day of work, a TVP Counselor makes follow up calls to the Volunteer and Volunteer Manager to check on progress.

4. Once a placement is agreed upon, a Volunteer Placement Agreement is sent out by the TVP counselor to the Volunteer Manager, Volunteer and the Volunteer’s Referring Professional to provide contact information and verify the placement, schedule, and assignments. (See Appendix A)

5. Throughout the placement, a TVP Counselor is available to support the Volunteer Manager and Volunteer. As a Volunteer Manager, you are encouraged to engage in an ongoing dialogue with your Transitional Volunteer regarding their performance and growth.

6. At three months a Transitional Volunteer Performance Evaluation is sent out by the TVP Counselor to be completed by the Volunteer Manager. The completed evaluation is returned to TVP and then forwarded to the Volunteer and their Referring Professional. (See Appendix B)

7. At three months, an assessment interview is conducted by the TVP Counselor, at which point the Volunteer may exit the program, continue volunteering with the same or a different organization, or choose referral to further vocational training.
Tips for Working Successfully with Transitional Volunteers

Before You Start
• Conduct a detailed interview with the Volunteer in order to gain an understanding of his/her strengths, challenges and goals.

• Provide the Volunteer with a thorough orientation to your organization, including your workplace expectations (i.e. dress, scheduling and timeliness).

• Build a friendly relationship with the Volunteer to engender trust and respect. Introduce the volunteer to other staff and be sure to welcome them warmly each time they come in.

• Offer the Volunteer the same respect and dignity you would any other volunteer.

Starting a project
• Provide direct, clear and concise instructions in written or oral form. Ask questions to ensure the Volunteer knows what needs to be done, how and by when.

• Work alongside of the Volunteer for a short period of time, until you are confident that s/he understands what to do.

• Cultivate patience and understanding – Transitional Volunteers may work more slowly than others and need directions repeated several times.

Once a project is underway
• Check-in periodically to see how things are going.

• When mistakes happen, redirect the Volunteer to the proper way of completing the task. Keep feedback focused on the task, not on the personal characteristics of the Volunteer.

• Offer breaks as needed.

• Acknowledge the Volunteer’s effort and success.

If a problem arises
• Talk directly with the Volunteer. If a Volunteer becomes agitated, provide a calm and accepting space in which they can refocus.

• Talk with the TVP Counselor. We will follow up with the Volunteer and their Referring Professional.
## Transitional Volunteer Program Forms

<table>
<thead>
<tr>
<th>Form</th>
<th>Who Fills it Out?</th>
<th>How is it used?</th>
<th>Why is it necessary?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Placement Agreement Form –</td>
<td>TVP Staff</td>
<td>The Agreement Form is a formalized statement of the volunteer placement. It is</td>
<td>Accurate information on the agreement form ensures clarity on the part of all parties and allows for communication as needed, thus strengthening the support network created through TVP. If information regarding schedules and/or contact information changes, please let TVP staff know as soon as possible so we can update all parties involved.</td>
</tr>
<tr>
<td>Appendix A</td>
<td></td>
<td>used by TVP staff, Volunteer Managers, Transitional Volunteers and Referring Professionals to clarify expectations about the volunteer job and provide contact information.</td>
<td></td>
</tr>
<tr>
<td>Transitional Volunteer Performance</td>
<td>Volunteer</td>
<td>The evaluation form helps facilitate a process of reflection for the Volunteer</td>
<td>For Volunteers who are continuing with an organization beyond their initial three-month commitment, the evaluation form is used to reinforce positive achievements and identify areas for future growth at the organization. For Volunteers completing their commitment and exiting the program, the evaluation completes their experience by highlighting areas of success and providing feedback for areas of growth in future work endeavors.</td>
</tr>
<tr>
<td>Evaluation Form – Appendix B</td>
<td>Managers</td>
<td>and Volunteer Manager. This form is sent at the completion of a minimum of two</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>months of service with an organization. Once complete, the form is returned to</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>the TVP counselor, who forwards copies to the Volunteer and their Referring Professional.</td>
<td></td>
</tr>
</tbody>
</table>
Transitional Volunteer Program
Staff Contact List

• Damien Chacona
  Volunteer Services Manager
  415-982-8999 Ext 234
  dchacona@thevolunteercenter.net

• Matt Miller
  Vocational Counselor
  415-982-8999 Ext 245
  mmiller@thevolunteercenter.net

• TDD/TTY: 415-982-0291
TVP Volunteer Placement Agreement Form

This Volunteer / Agency agreement verifies the volunteer position of __________________ at __________________________. If changes are made to this agreement, or if challenges arise in the volunteer placement, please contact the TVP Counselor listed below.

Date:

Volunteer:
Name
Contact Info: Mailing Address
Phone #

Referring Professional:
Name
Agency: Agency Name
Contact Info: Mailing Address
Phone #

TVP Counselor:
Name
Contact Info: The Volunteer Center
1675 California Street
San Francisco, CA 94109
415-982-8999 ext.

Assignment:

Schedule: Days
Times

Commitment: 3 months or more
# TRANSITIONAL VOLUNTEER PERFORMANCE EVALUATION

Volunteer Manager: ____________________________ Date: __________

Agency: _______________________________________

Volunteer: _____________________________________

Schedule: _____________________________________

<table>
<thead>
<tr>
<th>Needs Improvement</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
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<tbody>
<tr>
<td>Attends scheduled work days</td>
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<td></td>
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<tr>
<td>Notifies tardiness or absence in advance</td>
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<td></td>
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<tr>
<td>Arrives on time and stays for entire shift</td>
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<tr>
<td>Focuses on the task at hand</td>
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<tr>
<td>Successfully works independently</td>
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<td>Asks for help if needed</td>
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<tr>
<td>Completes a reasonable work load</td>
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<tr>
<td>Gets along well with staff and others</td>
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<tr>
<td>Communicates appropriately</td>
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<tr>
<td>Appropriate dress/appearance/hygiene</td>
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</tbody>
</table>

Comments (please use other side if necessary):

_________________________________________________________________

Evaluated By: ____________________________________________ Date: __________

Is the volunteer still there?  
[ ] Yes  [ ] No  
If not, last day worked:

Is the volunteer still there?  
[ ] Yes  [ ] No  
If not, last day worked:
Web Resources on Disability Issues

Visit these websites to learn more about disability issues.

• NAMI – National Alliance for the Mentally Ill
  ▪  http://www.nami.org/
  ▪  Extensive information on mental health disabilities.

• Abilityinfo
  ▪  www.abilityinfo.com/
  ▪  Information for students and professionals working with people with disabilities.

• Disability Cool
  ▪  www.geocities.com/HotSprings/7319/discool.htm
  ▪  A page focused on the culture of disability. Discussion by people with disabilities, news articles, and great links.

• ADA Home Page
  ▪  http://www.usdoj.gov/crt/ada/adahom1.htm
  ▪  The government website dedicated to information about the Americans with Disabilities Act.