

4.8 Volunteers & Interns

This written directive establishes program responsibility, eligibility and operational procedures for citizen volunteers and law enforcement student interns. The Office does not operate a *reserve deputy* program.

4.8.1 Definitions

Volunteer - A civilian affiliated with this agency in a part-time, unsalaried, non-sworn capacity because of his/her interest in contributing to and supporting this Office.

Intern - A student attending a high school, college, or university who performs volunteer service in order to gain career related experience and/or earn course credits. The role of the Intern is one of a "participant-observer", inasmuch as they are here to learn.

4.8.2 Program Goals

The citizen volunteers and student interns provide supplementary personnel resources to the Office. They assist in the performance of technical and administrative non-enforcement tasks, enabling employees to devote more time and energy to higher priority assignments.

Interns are provided the opportunity to become familiar with the operation of the Sheriff's Office. This participation fosters interest in law enforcement careers. In addition, the Sheriff's Office can observe potential full-time applicants in a work related atmosphere. The focus of participation shall be to offer interns a variety of exposure within the Sheriff's Office.

4.8.3 Program Responsibility

The responsibility for the coordination of these programs is assigned to the Office's Human Resources (HR) Coordinator, or his/her designee. Specific responsibilities include coordination with local colleges and universities, recruitment, screening, and placement of volunteer and intern applicants; coordination of orientation and training; and program evaluation.

4.8.4 Requests for Volunteers & Interns

All requests for volunteer and intern support will be submitted to the HR Coordinator. Requests for volunteer/intern support must include the purpose of the position; cursory job description; qualifications necessary; training required; and, scheduling specifics.

4.8.5 Application Process

All prospective volunteers & interns are required to submit to a standard intake process. This process includes a pre-screening interview with the HR Coordinator, completion of a Personal History Statement, fingerprinting, and a background and reference check.

Participants seeking college credit for participating in an internship experience are solely responsible for making proper arrangements with their academic institution. In support of this endeavor, evaluations of performance and letters of reference may be provided by unit supervisors or the HR Coordinator.

Volunteers and interns are selected based on the successful outcome of the intake process and the availability of suitable positions. Not all volunteer and intern applicants may be suitable for work in the Sheriff's Office, and may be so informed at any point in the intake process.

4.8.6 Orientation and Training

The first day on the job, the unit supervisor to whom the volunteer or intern is assigned will provide for a tour of facilities, introduce him/her to Office staff, and brief the participant on the operation of the bureau and unit. On-the-job training is anticipated to be sufficient for most positions; however, specialized training may be provided as needed.

Volunteers are here to help, not to make more work for paid staff. However, investing the time in adequate training is essential to reap maximum benefits from the volunteer's work and assure his/her job satisfaction.

Volunteers and interns shall be attired in civilian business attire which the unit supervisor has deemed appropriate for the particular assignment or shift. Every intern will participate in a ride-along for at least one (1) shift.

4.8.7 Limits of Authority

The duties and responsibilities of the volunteers and interns must be clearly addressed at the onset to avoid confusion or misunderstandings about the expectations of the work assignment. Participants can be held accountable only for that which he/she has been trained to do, and not issued uniform attire.

4.8.8 Supervision

Volunteers and interns are part of the Sheriff's Office civilian staff and, as such, should be treated with courtesy, respect, and fairness. Volunteers and interns must take their work seriously and want to be held accountable for the commitment they have made to this Office.

The supervisor of the volunteer or intern must be available for guidance and questions. Direction and support must be clear and consistent if the volunteer/intern is to do a good job.

Volunteers and interns are expected to report when scheduled and maintain a record of hours served. If a volunteer or intern does not report for duty and neglects to inform the supervisor, he/she is in violation of the work agreement. The HR Coordinator should be notified so that appropriate and timely action may be taken. Conflicts or concerns that arise on the part of the volunteer or intern, the supervisor, or co-workers shall be directed to the HR Coordinator for resolution.

4.8.9 Evaluations & Dismissals

To assess a volunteer or intern's job satisfaction and the success of his/her placement, regular evaluations will be conducted. Unit supervisors will provide periodic evaluations. Such evaluations may be documented by memorandum to the HR Coordinator.

If volunteer or intern work performance is unsatisfactory, the assignment may be terminated and the participant either dismissed or re-assigned, as deemed appropriate. These situations must be brought to the HR Coordinator's attention immediately before serious problems arise.