



HSSV STAFF EXPECTATIONS OF VOLUNTEERS

KEY “TAKE AWAY” DOCUMENT

1. **Customer Relations Expectations:**

We expect all guests, visitors and other parties associated with HSSV (staff, donors, volunteers, customers, students/children, other shelters, etc.) to be treated with dignity and respect at all times.

2. **Team Player Expectations:**

We expect that protocols, policies, processes and procedures will be followed.

3. **Conflict Management Expectations:**

We expect that should conflicts, concerns and/or disagreements arise, they will be brought to the assigned manager’s attention (or the Volunteer Programs Manager’s attention, as an alternative) for resolution in a timely manner.

4. **Role Modeling Expectations**

Volunteers that reach a level of accomplishment with HSSV, such as Mentors or long-standing volunteers, are expected to set good examples within the spirit and intent of these expectations.

HSSV STAFF EXPECTATIONS OF VOLUNTEERS

TRAINING DOCUMENT TO EXPRESS “WHAT THESE EXPECTATIONS LOOK LIKE BEHAVIORALLY”

1. Customer Relations Expectations:

We expect all guests, visitors and other parties associated with HSSV (staff, donors, volunteers, customers, and students/children, other shelters) to be treated with dignity and respect at all times.

- a. While customers or potential customers may not hold beliefs equal to our standards, we will be courteous and kind, never judgmental or disrespectful.
- b. Difficult encounters should be directed immediately to HSSV Staff for resolution, handling and education.

2. Team Player Expectations:

We expect that protocols, policies, processes and procedures will be followed.

- a. Although opinions/philosophies may differ, the functional manager to which the volunteer is assigned is “in charge” and accountable for outcomes.
- b. Our expectation is that not every volunteer is suited to every job and that Staff may need to place or redirect volunteers to roles that match their strengths with the needs and priorities of the organization. Choosing appropriate “fit”, based upon skills/abilities/interests may mean redirecting a volunteer to a role other than one they had desired or expected.
- c. We expect and encourage questions, and expect them to be directed to the appropriate manager in the organization and that the answer is respected. If a volunteer doesn’t know who to speak with they should seek out the Volunteer Programs Manager for direction.
- d. We expect volunteers to be proactive in staying informed about HSSV happenings, such as reading emails and postings on the Volunteer Website, and staying familiar with the volunteer protocols of their respective roles.
- e. We expect volunteers to be respectful of others’ and their time commitments. For example, being on time (or proactively communicating otherwise) regarding training classes, mentor appointments or schedule commitments.
- f. We expect that in return for the time and resources that we invest in training volunteers, that HSSV will receive mutual benefit as demonstrated by volunteers investing their time at HSSV on a regular, ongoing basis (i.e. such as socializer roles).
- g. We expect that volunteers give their assigned Manager and the Manager of Volunteer Programs reasonable notice if they decide to discontinue their volunteering at HSSV.

3. Conflict Management Expectations:

We expect that should conflicts, concerns and/or disagreements arise, they will be brought to the assigned manager's attention for resolution in a timely manner.

- a. We expect volunteers to refrain from “venting” or gossiping in public areas of HSSV or on public HSSV forums (websites, Facebook, Twitter, etc). We expect issues to be discussed and resolved with those who are part of the problem and/or the solution.
- b. We expect understanding of the reality that staff may not be able to prioritize according to desires expressed by volunteers.
- c. We expect that there will be times when we will have to “Agree to Disagree” on a particular issue, but that all parties will commit to supporting the outcome.
- d. When staff wishes to provide feedback to a volunteer, we expect the volunteer to be receptive to the feedback.
- e. We expect that when Volunteers wish to share their feedback with Staff, that it's communicated proactively, factually, and respectfully.

4. Role Modeling Expectations

Volunteers that reach a level of accomplishment with HSSV, such as Mentors or long-standing volunteers, are expected to set good examples for other volunteers, within the spirit and intent of these expectations.