

HEAD OF THE LAKES UNITED WAY VOLUNTEER CENTER

Agency:			
Address:			
City/State/Zip:			
Volunteer Coordinator:			
Phone:		E-mail:	

Acceptance of Terms & Conditions of Use:

Head of the Lakes United Way Volunteer Center's Responsibilities

1. Be familiar with the purpose and programs of affiliate agencies.
2. Promote volunteerism and volunteer recognition in the community.
3. Serve as a resource on volunteer recruitment, management and recognition for affiliates.
4. Inform affiliates of opportunities for volunteer recognition and promotion available through Volunteer Center.
5. Strive to continually improve our services to affiliates by evaluating the effectiveness and appropriateness of our services.
6. The Volunteer Center will inform affiliate staff of any feedback we receive regarding their agency as appropriate.
7. In a timely manner, the Volunteer Center will review agency postings and either activate them or contact affiliate agency staff if there are questions or concerns about the postings.
8. IMPORTANT TO NOTE: the Volunteer Center does NOT screen, interview, or conduct background checks for any prospective volunteers referred to affiliate agencies. It is agency responsibility to screen volunteers and determine if they are appropriate for placement.

Agency's Responsibilities

1. Organizations that list opportunities with the Volunteer Center warrant that they are legally incorporated non-profits, government entities, schools, faith-based organizations, community or student organizations or neighborhood associations recognized as such by the city or county. The Volunteer Center reserves the right to refuse any agencies whose volunteer programs' missions and purposes it finds contrary to the spirit of volunteerism.
2. Affiliate agencies are solely responsible for posting/updating their own agency's content online. Once the agency submits a volunteer opportunity posting, it goes through an approval process before it is made visible on the website. The process usually takes no more than two business days.
3. Agencies are required to maintain accurate and up-to-date information on the Volunteer Center's website. The Volunteer Center staff uses the website as a database to inform the public what opportunities are available. The more detail, the better!
4. Agencies agree to provide volunteer opportunities that do not discriminate based on race, color, religion, sex, sexual orientation, marital status, age, national origin, political belief, or physical or mental disability.

5. In order to continue receiving referrals, agencies are required to review and update volunteer opportunities AT LEAST once every 6 months and agency information once per year.
6. Requests from religious organizations are accepted for the purpose of community service such as day care, food distribution, housing, etc., providing service is not restricted to a specific religion.
7. Requests for volunteers whose only function is to solicit funds are not accepted. Agencies may post opportunities for grant writing services or opportunities in which a volunteer is participating in an event which serves to fundraise.
8. Volunteer opportunities that require a fee to participate or are only open to members of their organization will not be accepted.
9. Volunteer positions requested must be of a service nature and/or designed to enhance the quality of service to clients; not for positions which the organization has funds to hire staff or for volunteer positions which replace or displace paid staff.
10. In-kind requests made on the Volunteer Center's website must be for use by the agency or their clients. Requests for financial donations or items to be resold for profit will not be accepted.
11. Agencies must inform the Volunteer Center of any changes in agency's volunteer coordinator/contact person, address, phone number, or other pertinent information related to the volunteer position(s), and update the agency's online listing(s) accordingly.
12. Agencies must keep records of volunteers referred to the agency by the Volunteer Center and hours completed from referred volunteers. A bi-annual report will be distributed for affiliates to fill out in order to help track volunteer placement.

Reporting Requirements

- Affiliates are required to fill out to bi-annual report that will be sent out via an online survey at the end of June and at the end of the year.

Please track the following information for the report:

- Approximate number of volunteer referrals from the Volunteer Center that fulfilled volunteer roles at your agency (Please INCLUDE referrals from our website, Weekly Service Scoop and newspaper postings. Please EXCLUDE Day of Caring volunteers).
- Approximate number of volunteer hours from referred volunteers.

By signing your name, you agree to the Terms & Conditions outlined above.

Volunteer Manager Signature

Date

Executive Director Signature

Date

Please sign and return form to the Volunteer Center via fax, mail, or email.

HLUW Volunteer Center
 Attn: Liz Pawlik
 424 W. Superior Street, #402
 Duluth, MN 55802
 Fax: 218-726-4778
epawlik@hlunitedway.org

