

## OPERATING PROCEDURES

<u>Procedure Title</u>	SINGLE ENTRY SYSTEM (SES)	V008
Effective Date:	September 1, 2008	Revised: May 28, 2009
Department:	Volunteer Development	

### Application

1. Applicants will be given or mailed a Volunteer Application and a return envelope addressed to the appropriate regional office. Three reference forms, along with an envelope for each, are attached to the application. The applicant will return the Volunteer Application and the \$2.25 fee, and mail it in the return envelope or give it to their membership manager. Per the instructions in the cover letter, the applicant will distribute a reference form to three people that are non-related and ask that they mail it using the attached addressed envelope to ensure it will be received at the appropriate regional office.
2. Upon receipt of the Volunteer Application and the \$2.25 fee, the SES administrative support staff will review the application to ensure that all information is complete. If the application is incomplete, the SES administrative support staff will follow up with the applicant. If complete, the SES administrative support staff will send a letter to the applicant with instructions regarding how to access the Volunteer Portal for background screening.

### Background Screening, Interviews and Reference Checks

1. A mandatory application and appropriate references and/or background checks (depending upon position) is required.
2. All new adult operational volunteers will follow the application and screening procedure including:
  - a. All Direct Service volunteers – including troop leader, assistant leader, co-leader, adult mentor working with girls in another pathway, event director, event chaperone, program volunteer;
  - b. Volunteers who will handle money or have fiduciary or financial responsibilities;
  - c. Volunteers who provide supervision or accompany girls on overnight or travel trips;
3. An individual who volunteered more than two years before the current enrollment year, but is no longer an active volunteer;
4. Families desiring to become a host family for traveling Girl Scouts.
5. Please note the following exceptions:

- Those who volunteer for a limited activity, event, or program may or may not be screened. Examples include special event or activity coordinators, presenters or facilitators.
  - Members of committees and/or task groups are not required to complete the screening process for those positions.
  - A youth volunteer who is volunteering within the Girl Scout program and is involved in the program itself. As such, the adult/girl ratio must include her as a girl. She cannot assume the responsibilities of an adult volunteer and, therefore, does not have to complete the screening process.
6. Reference checking is conducted by the volunteer development department.
  7. Rescreening of volunteers (all background checks) will occur every five years for as long as that volunteer is active in a position that requires initial screening.
  8. The SES administrative support staff will track and enter the information on an Excel spreadsheet posted weekly in the public folders. This enables a membership manager to check the progress of a volunteer application by viewing the spreadsheet at any time.
  9. An interview must be conducted by the membership manager or service area manager. The interview form is available in the public folders under volunteer development. The completed interview paperwork must be submitted to the regional volunteer development department. If after the interview, the position for which he/she is applying has changed, the person conducting the interview must note this on the interview form.

**Denial of Applicants:**

1. When something of a negative or questionable nature appears in a background check, reference call or written reference:
  - a. The SES administrative support will notify the volunteer development manager.
  - b. The volunteer development manager will review the report, consult with the membership manager and the director of membership & marketing and make a recommendation to the regional vice president of volunteer development, who will make the final decision whether to accept or reject the volunteer candidate's application.
  - c. Volunteer candidates whose references or background checks indicate a history of child abuse, violent crime or sexual crimes will be denied a position.
  - d. When the decision has been made to reject the candidate for a volunteer position, the volunteer development manager and the SES administrative support will send the adverse action notification letter. A copy of the Summary of Your Rights Under the Fair Credit Reporting Act will be included with the letter.
  - e. The background report and any notes will be put in the candidate's confidential file and placed in locked files.
  - f. If the decision has been to reject the candidate and the candidate inquires as to the reason, any documented information from the background check conducted by IntelliCorp can be shared. Information collected from reference calls is confidential and will not be repeated to the candidate.

- g. If the candidate feels there has been an error in the background check information from IntelliCorp, they may contact IntelliCorp directly as directed on the letter to the candidate included with the volunteer application.

### **Appointment & Notification**

1. The volunteer development manager authorizes the SES administrative support staff to send the Notification of Appointment Letter to the applicant. The letter will include additional information informing the volunteer how to proceed. The SES administrative support staff will e-mail a copy of the letter to the membership manager and the service area manager.

### **Training & Support**

1. The membership manager or the service area manager will schedule the *Introduction to Girl Scouts Western Pennsylvania* training with the volunteer. This training may be conducted by a staff member, service team member or a council facilitator in a one-to-one or group setting. The membership manager will forward a roster to the volunteer development manager listing volunteers who have completed the training. The volunteer will be given information on how to access the GSUSA On-line orientation course during the training.
2. The membership manager will be notified after the regional volunteer development manager has received notification that the volunteer has viewed the GSUSA On-Line Orientation by receiving their learning log. This will be reflected on a spreadsheet in public folders.
3. On-going support to the volunteer will be provided by the membership manager. The volunteer is required to take the Leadership Essentials learning opportunity within three months of their appointment. The volunteer development staff will track course participants by using reports generated from Personify.
4. Membership managers will inform the SES administrative support staff during the course of the year, of any volunteer recognition, position changes, etc. so it can be recorded in the volunteer's file. This will be done either by forwarding forms or by email.

### **Performance Appraisal & Reappointment**

1. At the end of the program year, the operational volunteer will complete the Self Appraisal and submit it to the service area manager or membership manager. The service area manager or membership manager will review the assessment and notify the SES administrative support staff if a reappointment letter should be sent to the volunteer confirming if the position remains the same or has changed.

### **Recognition**

1. Showing appreciation and recognition to volunteers is an ongoing, everyday process.
2. The council's formal recognition system is consistent with the GSUSA adult recognitions in Girl Scouting process.

