

CITY OF ALPENA

STANDARD OPERATING POLICY

SUBJECT: Improving and Supporting  
Volunteer Efforts by City  
Residents

SOP No.: 22

Date Issued: 7-18-96

Effective Date: 7-18-96

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Copies to: All Department Heads

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PURPOSE:

A plan to improve and support further volunteer efforts by City residents.

STATEMENT OF POLICY:

1. Brainstorm and define volunteer projects wanted in the next year and for the next five years.
2. Analyze present volunteer contributions. Information should include how many people are volunteering, what they are doing, how they are supervised, what support is given (equipment, money, and time), and what the pros and cons of the present program are.
3. Decide what volunteer projects are needed.
4. Write policies and procedures governing a volunteer program.
5. Develop job descriptions for volunteers.
6. Determine who will supervise the volunteers, what support (i.e., equipment, money, etc.) will be given, and reporting and evaluating procedures.
7. Develop a timeline for recruiting volunteers and implementing projects.
8. Hold a workshop for all City employees on how to work with volunteers.
9. Implement the timeline.

10. More attractive City, increased citizen support, and improved staff morale.

PROCEDURES:

The City of Alpena will meet the requirements of this rule as follows:

- A. Any member of the City Council, the City Manager, Department Heads, and Staff. The ACC/Extension Board Training Group can also help in the defining of volunteer projects.
- B. City Council authorizes the survey, how it should be conducted, and who should conduct it. The Volunteer Center can assist. Verbal and written input should come from individuals and groups which include volunteers, Staff, Department Heads, and City Council.
- C. City Council, the City Manager, Department Heads, Staff, and users and consumers. The ACC/Extension Board Training Group can help with goal setting and long-range planning.
- D. Both immediate supervisor and top supervisor. Volunteer Center can assist with forms and procedures.
- E. Volunteer Center, in consultation with City Council, City Manager, and Department Heads.
- F. In most cases the combined input of the City Council, the City Manager, Department Heads, City Staff, and the Volunteer Center is sought to implement this volunteer program.

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Peter Parker, City Manager