

	<p>Program Policy and Procedure Manual</p>	<p>Section  Volunteers</p>
<p>Policy  IX. 4</p>	<p><b>Volunteer Training</b></p>	<p>Effective: 4/1/11 Revision: 11/19/15</p>

**Policy:** To ensure all volunteers will be properly vetted, trained and certified.

**Purpose:** Volunteers who are interested in volunteering in an advanced service capacity will be required to complete the 30 hours ACT Training through FCASV.

**Procedure:**

1. Once the volunteer has completed all required paperwork and successfully passed the level 2 background check, they are eligible to complete the ACT training.
2. Following the completion of the background check, the Volunteer Coordinator will follow up with the volunteer to inquire about their level of interest in taking the ACT training.
3. Volunteer Coordinator will sign up eligible, interested, and committed volunteers to the ACT Training.
4. Once the volunteer has completed the ACT Training, they will notify the Volunteer Coordinator.
5. Volunteer Coordinator will print a copy of the volunteer's certificate for the volunteer to keep, place a copy in their file, and save an electronic copy in their Apricot volunteer file.
6. Once ACT Training has been completed, the Volunteer Coordinator will discuss various current advanced service opportunities. Based on those interests and agency needs, the Volunteer Coordinator will arrange in-office training for the volunteer.
7. Ten hours of on-going training is required annually (based on the VSC fiscal year) for each volunteer including Cultural Competency. Training will be documented through their Volunteer File on the agency database.