

PROCEDURE

Series:	HR-Recruitment & Selection	COA: HR 3.05, 5, RPM 2.01, TS 3.05
CFOP:		
Procedure Name:	Volunteers-Direct Service	
Procedure Number:	HR 2219	
Reviewed Date:	03/20/2013, 12/1/2015, 4/16/24, 10/7/2025	
Revision #/Date:	7/3/19	
Effective Date:	2/09	
Applicable to:	Volunteers with Family Partnerships of Central Florida (FPOCF) in Direct Service	
PURPOSE:	FPOCF may utilize volunteers to serve in direct service roles. In these instances, the agency ensures that the volunteer has a clear understanding of the role and responsibilities of this volunteer function. All volunteers also submit to a Level II background screening to include a criminal background search, submission to the Florida Department of Law Enforcement and a local background screening; drug screens are also used.	

References: HR 2205 Recruitment & Selection, HR 2209 Background Screenings

Definitions:

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1. Volunteers who provide direct services to the clients of the agencies receive an overview of the agency, the System of Care, and the specific role and responsibility of the volunteer activity that is being filled by the individual. This is coordinated by the volunteer supervisor.
2. In some instances, this may be in the form of a memo, a list of tasks and responsibilities, or other written documents to ensure clarity and understanding.
3. With mutual consent, this document can be amended or adjusted based on the needs of the clients, agency and the skills, educational level, certifications, licensure, and/or experience of the volunteer.
4. Where the volunteer serves in a role where a paid employee would be required to hold a specific certification or license this requirement is applicable to the volunteer and must be presented and maintained current during the term of the volunteer relationship.
5. On a volunteer's first day he or she will be asked to execute the Affidavit of Good Moral Character. This document must be notarized, and notaries are available at all locations on a limited basis. Affidavits of Good Moral Character are also executed on an annual basis by all current employees, Board Members, Interns, Independent Contractors, and Volunteers.
6. Every new volunteer in direct service must, before their first day of service, complete the Level II background screening process, local law enforcement check, and complete a drug screening. Information about this process is provided to the volunteer once there is a mutual decision to engage in this relationship.

7. The Florida Department of Law Enforcement (FDLE) conducts a search of criminal and juvenile records and will request that the FBI conduct a search of its records. These results are provided to the Human Resources Senior Director for review and if satisfactory, these are maintained in the volunteer file.
8. If the results reveal disqualifying or potentially disqualifying information, the Human Resources Senior Director will discuss the findings with the volunteer in direct service. Based on the information provided, DCF background and licensing may be contacted to discuss the results and obtain guidance relating to the details provided. However, if as a result of the fingerprint and resulting background results, the individual is disqualified from working with our clients (in accordance with our funder's determination) the individual will not be considered for a volunteer opportunity.
9. If information is missing from the screening documentation, this will be requested from the individual by the Human Resources Senior Director or designee. The individual must supply this information within 30 days from the date of the request, or the individual will be subject to automatic disqualification from engagement.
10. All volunteers in direct service will be required to follow HIPAA regulations which outline the scope of access and the permitted use and disclosure of Protected Health Information (PHI) of the clients the volunteer may work with.
11. A volunteer in direct service may also be required to attend the System of Care overview training and will be required to attend trainings in HIPAA, Security Awareness, Conflict of Interest, American Disabilities Act, Deaf and Hard of Hearing, and Ethics. All volunteers, similar to all agency staff, who will have access to the FPOCF network, will also complete the required Security Awareness Training and HIPAA training within the prescribed timeframes as outlined in the 90-day orientation checklist.
12. All volunteer documents are maintained in the volunteer personnel file which is retained by the Human Resources Senior Director or designee in the same manner as all employee personnel files.
13. The volunteer relationship is "at-will" and can be ended by either party at any time for any reason. If a volunteer chooses to end his or her service to the agency, it is requested that a minimum of two weeks' notice be provided.
14. If FPOCF elects to end the relationship, it will attempt to provide as much advance notice as possible but cannot guarantee a specific period of time depending on the reason for the decision.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI
President and Chief Executive Officer
Family Partnerships of Central Florida

APPROVAL DATE: 10/23/2025