



ACUHO-I Volunteer Program Agreement and Guidelines

Updated: January 2010



ACUHO-I Volunteer Program Agreement and Guidelines

This agreement describes the relationship between the Association of College and University Housing Officers - International (ACUHO-I, or the Association) and you, the volunteer. We deeply appreciate your willingness to volunteer your time and talent with us, and we will do our best to ensure that your volunteer experience with us is enjoyable, meaningful and rewarding.

ACUHO-I has always been a member-driven organization. With more than two dozen committees and taskforces, ACUHO-I members have a multitude of opportunities to influence and shape the issues, programs, and events of interest and importance to the profession. Our volunteers are the heart and soul of the organization.

There is a partnership between ACUHO-I and its volunteers, with specific but differing responsibilities for each in providing service to the Association and its members. This agreement seeks to clarify those responsibilities and to minimize potential misunderstandings. In addition, this agreement acknowledges that ACUHO-I is a valuable brand, and it must work to ensure consistent quality across all of its programs and services.

1.1 Overall Policy on Utilization of Volunteers

The achievement of the goals of ACUHO-I is best served by the active participation of members of the Association. To this end, the Association accepts and encourages the involvement of volunteers at all levels of the Association and within all appropriate programs and activities. All Association members and staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the membership.

1.2 Purpose of Volunteer Policies

The purpose of these guidelines is to provide overall guidance and direction to staff and volunteers engaged in volunteer efforts. These guidelines are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Association reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these guidelines may only be granted by the Executive Board, and must be obtained in advance and in writing. Areas not specifically covered by these guidelines shall be determined by the Executive Board.

1.3 Scope of Volunteer Policies

Unless specifically stated, these guidelines apply to all volunteers in all programs and projects undertaken on or on behalf of the Association, and to all departments and sites of operation of the Association.

1.4 Role of the Volunteer Coordinator

The productive utilization of volunteers requires a planned and organized effort. The function of the Membership and Volunteer Coordinator in the Central Office is to provide a central coordinating point for effective volunteer management within the Association, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The Coordinator shall also bear responsibility for maintaining a liaison role with other volunteer-utilizing programs in the membership and assisting in membership-wide efforts to recognize and promote volunteering. The Executive Board shall bear primary responsibility for planning for effective volunteer utilization, identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the Association.

1.5 Definition of 'Volunteer'

A 'volunteer' is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the Association. A 'volunteer' must be a member in good standing with the Association prior to performance of the task. Unless specifically stated, volunteers shall



not be considered as "employees" of the Association and does not take the place of the duties of another paid employee.

1.6 Scope of Volunteer Involvement

Volunteers may be utilized in all programs and activities of the Association, and serve at all levels of skill and decision-making. Volunteers should not, however, be utilized to displace any paid employees from their positions, or fulfill paid employee positions.

1.7 Service at the Discretion of the Association

The Association accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Association. Volunteers agree that the Association may at any time, for whatever reason, decide to terminate the volunteer's work relationship with the Association.

The volunteer may at any time, for whatever reason, decide to sever the volunteer's work relationship with the Association. Notice of such a decision should be communicated as soon as possible to the volunteer's Committee Chair or Executive Board Liaison.

1.8 Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to this Association, its staff, and its members. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal partners, the right to effective direction, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the mission, goals and procedures of the Association.

1.9 Employees as Volunteers

The Association accepts the services of staff as volunteers, with the approval of the Executive Director. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours.

Volunteer Management Procedures

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2.1 Maintenance of Records

A system of records will be maintained on each volunteer with the Association, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Coordinator in a timely and accurate fashion.

2.2 Two Hat Policy

Members of the Association's Executive Board are accepted as direct service volunteers with the Association.

2.3 Representation of the Association

Prior to any action or statement which might significantly affect or obligate the Association, volunteers should seek prior consultation and approval from the President or Executive Director. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the Association as specifically indicated within their job descriptions. Volunteers also agree, through their words and actions, to nurture and support the professional and educational networks that exist throughout the association at conferences, meetings, and in the ACUHO-I online social networks, listserves, and other media.



2.4 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, member, or other person or involves overall Association business.

Volunteer Recruitment and Selection

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3.1 Position Descriptions

Volunteer Leaders, just as paid staff, require a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill.

3.2 Recruitment

Volunteers shall be recruited by the Association on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the membership. Volunteers shall be recruited without regard to gender, disability, age, race, or sexual orientation. Volunteer recruitment shall be based on suitability to perform a task on behalf of the Association. Volunteers may be recruited through either an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function.

3.3 Interviewing

Prior to being assigned or appointed to a leadership position, volunteers may be interviewed to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by other means.

3.4 Placement

In placing a volunteer in a leadership position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the Executive Board can be met: no volunteer should be assigned to a 'make-work' position and no position should be given to an unqualified or uninterested volunteer.

3.5 Acceptance and Appointment

Service as a volunteer leader with the Association shall begin with an official notice of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Association, who will normally be the Executive Board. No volunteer leader shall begin performance of any position until they have been officially accepted for that position.

3.6 Length of Service

All volunteer leadership positions shall have a set term of duration. It is highly recommended that this term shall not be longer than two years, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of re-assignment of that position to the incumbent.

Volunteers are neither expected nor required to accept further service in a position at the end of their set term, although they are welcome to do so in most cases, but may instead seek a different volunteer assignment within the Association, or may retire from volunteer service.



3.7 Leave of Absence

At the discretion of the Executive Board, leaves of absence may be granted to volunteers. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer's term of service.

Training and Development

4.1 Training

All volunteer leaders will receive a general training on the nature and purpose of the Association, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific training on the purposes and requirements of the position which they are accepting in that effort.

4.2 Hands-On Training

Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

4.3 Conference Attendance

Volunteers are encouraged to attend conferences and meetings which are relevant to their volunteer assignments, including both those of the Association and of other organizations. Prior approval from the volunteer's campus or corporate supervisor should be obtained before attending any conference or meeting, particularly if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought from the volunteer's employer.

4.4 Lines of Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, volunteers should be included in and have access to all appropriate memos, materials, and meetings relevant to the work assignments. To facilitate the receipt of this information on a timely basis, volunteers should be included on all distribution schedules and should be assigned a site for receipt on information distributed in their absence. Primary responsibility for ensuring that the volunteer receives such information will rest with the Executive Board liaison, Staff Liaison or Committee Chair supervisor of the volunteer. Lines of communication should operate in both directions, and should exist both formally and informally. Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.

4.5 Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the Association or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with Executive Board or Committee Chair. Prior to dismissal of a volunteer, the Chair should seek the consultation and assistance of the President-Elect.

4.6 Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs while performing duties, theft of property or misuse of Association funds, equipment or materials, abuse or mistreatment of members or co-workers, failure to abide by Association policies and procedures, or failure to satisfactorily perform assigned duties.



4.7 Concerns and Grievances

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures by President-Elect and the Executive Board liaison for expressing their concern or grievance.

4.8 Resignation

Volunteers may resign from their volunteer service with the Association at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

4.9 Exit Interviews

Exit interviews, will be conducted electronically by the Volunteer Coordinator with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the possibility of involving the volunteer in some other capacity with the Association.

4.10 Evaluation of Association Volunteer Utilization

The Executive Board shall conduct an annual evaluation of the utilization of volunteers by the Association. This evaluation shall include information gathered from volunteers, staff, and members. The volunteer coordinator will work with the President-Elect, to collect and analyze feedback.

Volunteer Support and Recognition

5.1 Reimbursement of Expenses

Volunteer Leadership may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the Association. The Volunteer Coordinator shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any major expenditure, which must be included in the annual budget.

5.2 Access to Association Property and Materials

As appropriate, volunteers shall have access to Association property and materials necessary to fulfill their duties. Property and materials shall be utilized only when directly required for Association purposes.

5.3 Recognition

Annual volunteer recognition will be conducted to highlight and reward the contribution of volunteers to the Association.

5.4 Informal Recognition

All Board Members, Committee/Task Force/Network chairs, staff and volunteers responsible for volunteer management are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple "Thank You's" to a concerted effort to include volunteers as full participants in program decision making and implementation.

5.5 Volunteer Career Paths

Volunteers are encouraged to develop their skills while serving with the Association, and are to be assisted through promotion to new volunteer opportunities to assume additional and greater responsibilities. If so desired by the volunteer, the Association should assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.



Volunteer Agreement

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This agreement, signed by the Association and you, is binding in honor only, and is not intended to represent a legal contract between us, nor does it imply any employment relationship either now or in the future.

Nevertheless, it is our intent that this agreement serve to guide our relationship, such that both the needs of the Association and your individual needs as a volunteer are jointly met.

Signed: _____
Volunteer

Position Date

For term beginning _____ and ending _____

Signed: _____
Reporting Through

Position Date



Conflict of Interest Statement

In their capacity as a Volunteer for the Association of College and University Housing Officers-International ("ACUHO-I"), the Volunteer must act at all times in the best interests of ACUHO-I. The purpose of this policy is to help inform the Volunteer about what constitutes a conflict of interest, assist the Volunteer in identifying and disclosing actual and potential conflicts, and help ensure the avoidance of conflicts of interest where necessary. This policy may be enforced against individual Volunteer members as described below.

1. Volunteers have a fiduciary duty to conduct themselves without conflict to the interests of ACUHO-I. In their capacity as Volunteer, they must subordinate personal, individual business, third-party, and other interests to the welfare and best interests of ACUHO-I.
2. A conflict of interest is a transaction or relationship, which presents or may present a conflict between a Volunteer member's obligations to ACUHO-I and the Volunteer member's personal, business or other interests.
3. All conflicts of interest are not necessarily prohibited or harmful to ACUHO-I. However, full disclosure of all actual and potential conflicts, and a determination by the disinterested Volunteer (or ACUHO-I Executive Board) members - with the interested Volunteer member(s) recused from participating in debates and/or voting on the matter - are required.
4. All actual and potential conflicts of interests shall be disclosed by Volunteer members to the ACUHO-I Executive Board through the annual disclosure form and/or whenever a conflict arises. The disinterested members of the ACUHO-I Executive Board shall make a determination as to whether a conflict exists and what subsequent action is appropriate (if any). The ACUHO-I Executive Board shall inform the Volunteer of such determination and action. The Volunteer shall retain the right to modify or reverse such determination and action, and shall retain the ultimate enforcement authority with respect to the interpretation and application of this policy.
5. On an annual basis, all Volunteer members shall be provided with a copy of this policy and required to complete and sign the acknowledgment and disclosure form below. All completed forms shall be provided to and reviewed by the ACUHO-I Executive Board, as well as all other conflict information provided by Volunteer members.

I have read the ACUHO-I Volunteer Conflict of Interest Policy set forth above and agree to comply fully with its terms and conditions at all times during my service as a ACUHO-I Volunteer member. If at any time following the submission of this form I become aware of any actual or potential conflicts of interest, or if the information provided below becomes inaccurate or incomplete, I will promptly notify the ACUHO-I President in writing.

Disclosure of Actual or Potential Conflicts of Interest: _____

Volunteer Member Signature: _____

Volunteer Member Printed Name: _____

Date: _____