

VOLUNTEER MANAGEMENT

Formal policies are to be established which define:

- adequate performance;
- how concerns and conflicts are to be addressed;
- how the assignment description can be clarified and/or changed;
- the discipline and dismissal procedures;
- the record keeping system and confidentiality requirements;
- and cite the condition that certification and re-certification of Volunteer Ombudsmen are at the mutual agreement of the Regional and State Long-Term Care Ombudsman;
- and circumstances under which Certified Volunteer Ombudsmen can be released or disciplined by the Regional and/or State Long-Term Care Ombudsman in compliance with Regional procedures and implementation of the TDoA Administrative Policy on Certified Volunteer Ombudsman Dismissal Review.

The on going volunteer supervision and management system should:

- Ensure that clear instruction and training as to the volunteer's responsibilities are provided;
 - Ensure that the Certified Volunteer Ombudsmen have knowledge of how they can bring concerns and/or complaints to the Regional Ombudsman;
 - Ensure that the Certified Volunteer Ombudsmen know they are expected to inform the Regional Ombudsman of even minor conflicts with a facility or resident, and that they are provided a regular opportunity to update the Regional Ombudsman and discuss methods to address issues;
 - Ensure that the Regional Ombudsman schedules a regular time to provide each Certified Volunteer Ombudsman supportive and constructive feedback on performance and discussion of concerns. The Regional Ombudsman should treat every issue or concern as a potential major problem. Concerns discussed early with the Certified Volunteer Ombudsmen will increase chances of preventing them from flaring up into something big.
1. Provide clear details to the volunteer regarding appropriate and satisfactory performance as well as inappropriate or unsatisfactory performance/behavior;
 2. Require the Regional Ombudsman to make suggestions regarding what and how to improve;
 3. Specify the time and opportunity to be provided to demonstrate improvement;
 4. Require a written record of performance be maintained;
 5. Provide for a formal investigation of offenses, with time to learn the volunteer's side of and to develop proof of the transgression;
 6. Have a graduated system of discipline (warning, documented other placement options or supervisory assistance, suspension, and termination) and fair and equal enforcement policies;
 7. Allow for a review of the actions taken, which may include a peer review process.
 8. Define the dismissal process;
 9. Provide for follow-up notification to staff, clients and others who need to be informed that the volunteer is no longer connected to the agency. It is especially vital to notify any clients with whom the volunteer has been matched that the volunteer is no longer representing the agency; and
 10. Provide a system by which confidentiality of performance records and disciplinary actions will be maintained.

Consider Alternatives to Dismissal

Conduct a Dismissal Interview