



CITY OF DUBLIN
ADMINISTRATIVE ORDERS
OF THE CITY MANAGER

ADMINISTRATIVE ORDER 1.28	
TO:	All Department/Division Heads & Assistants
FROM:	Megan D. O'Callaghan, City Manager <i>Megan O'Callaghan</i>
SUBJECT:	Volunteer Management Standard
DATE:	November 1, 2025
<i>Supersedes and replaces Administrative Order 1.28, dated December 13, 2017 regarding the same subject.</i>	
PROPONENT:	Outreach & Engagement

1. PURPOSE

The purpose of this policy is to provide a framework for the definition of, functions served and the management of those who serve the City of Dublin as volunteers.

The City of Dublin places great value on the involvement of volunteers recognizing that it is beneficial for both the City and the community. Volunteers reflect the interests, diversity, needs and resources of the community we aim to serve and bring unique perspectives, sets of talents and skills, strategic alignment and extend the resources the City can offer on a day-to-day, event-to-event, project or program basis.

2. VOLUNTEER

A. Definition

For purposes of this Order, "volunteer" means an individual performing services for the City who does not receive (A) compensation (other than reasonable reimbursement or allowance for expenses actually incurred); or (B) any other thing of value in lieu of compensation, in excess of \$600 per year. Volunteers can fill many roles, including as a director, officer, trustee or direct service volunteer.

B. Volunteer Roles

In the City of Dublin, volunteers serve in various roles and assignments, including but not limited to:

- All defined Ambassador Roles
- Board and Commission Members (appointed and managed by Dublin City Council)
- Corporate Volunteers
- Dublin Community Recreation Center Volunteers (Program Aides, Instructors, Theater Ushers, Wee Folk Room Assistants, Camp or Chaperone Assistants)
- Dublin Community Senior Citizens
- Dublin Irish Festival
- Emergency Response Teams
- Kids in Dublin Service
- Office Aides
- Park Project Volunteers
- Police support roles
- Scouts (Boy scouts, Girl scouts, Eagle scouts, etc.)
- Special Events/One-Time Event Volunteers (overseen by any City department)
- Special projects
- Students/Service-Learners (unpaid roles as part of academic curriculum)
- Any other program created utilizing volunteers to fulfill a service need or program outcome subsequent to the creation of this policy.

3. ROLES

A. Scope and Function

While the roles of volunteers vary widely, the purpose of a volunteer role is to support, not supplant, staff efforts. Before developing any volunteer role or assignment, all staff must consult with Outreach & Engagement to identify the assignment description, role, chain of command and functions of each volunteer role.

B. Written Description

A written description must be on file with Outreach & Engagement for each volunteer role and presented to volunteers.

C. Minimum Age to Volunteer

An age minimum must be established for every volunteer role in conjunction with Outreach & Engagement.

4. RESIDENCY

With the exception of Board and Commission members, no person serving in a volunteer capacity for the City is required to live within the incorporated City of Dublin limits.

5. INTAKE

A. **Volunteer** - Depending on the volunteer role, intake varies. In all cases:

(1) A City of Dublin volunteer application must be completed.

(2) Acceptance into the volunteer program must occur.

(3) An agreement must be signed and acknowledged by the volunteer agreeing to the terms of voluntary service, including a release of liability, permission to be photographed, and, if applicable, parental permission for minors.

(4) The applicable Code of Conduct must be signed, and appropriate screening procedures will take place (see #6).

6. SCREENING PROCEDURES

A. Background Check

All adult volunteers must complete a criminal background check facilitated by Outreach & Engagement. Background checks shall be completed on all individual volunteers in all programs at least every five (5) years, and Outreach & Engagement may facilitate a criminal background check on an adult volunteer more frequently at its discretion. Outreach & Engagement will consult with the managing department/division of the volunteer for screening/acceptance purposes when necessary.

B. Decision of Service Acceptance

The decision of service acceptance is the responsibility of the Director of Outreach & Engagement. Other in-depth screenings (voter registration status or other Police-related security screenings, etc.) may be carried out by the specific department, but with written and prior knowledge to both the applicant volunteer and Outreach & Engagement.

C. Volunteer Resources

Training programs, applicable signed Codes of Conduct, workshops, handbooks and in-services that occur and should be on file with Outreach & Engagement as part of the volunteer role and as proof of completion.

7. MANAGEMENT OF VOLUNTEERS

While the overall supervision of all City Volunteers is the responsibility of Outreach & Engagement, day-to-day supervision of a volunteer is the responsibility of the division or department that is directing the work, unless otherwise specified.

8. PERFORMANCE AND RETENTION

A. Volunteer Resources

Outreach & Engagement monitors and oversees retention efforts of volunteers.

B. Volunteer Retention

Various efforts are maintained to meet the goal of volunteer retention. These efforts include being responsive to volunteers, the volunteer experience itself, the inclusion of volunteer service and contributions in City programs and services and various recognition events and measures.

C. Performance Evaluation

In some work units, volunteers may receive regular or periodic performance evaluations. If a volunteer fails to meet reasonable performance standards and/or ceases to operate effectively in their volunteer role, the Director of Outreach & Engagement will be responsible for either revoking the volunteer status or offering a reassignment, if available and/or appropriate.

9. REVOCATION OF VOLUNTEER STATUS

A. Violation

If a volunteer violates any City Core Values, City policy, or a Volunteer role agreement, the volunteer status of the volunteer is subject to revocation.

B. Documentation

If a volunteer's volunteer status is revoked, the decision will be documented with a written notice, either manual or electronic, to the volunteer from the Director of Outreach & Engagement.

10. HOURS OF CONTRIBUTION LIMITS

No City of Dublin volunteer may, on a routine basis, volunteer for more than 15 hours per week. Volunteers may volunteer for more than 15 hours per week for intermittent or occasional events.

11. REPORTING HOURS AND DUTIES

In order to quantify the contributions of volunteers and the impact of their service, volunteers are asked to report their hours served. Depending on the City department, division, program, event, or roles, the way in which hours are reported and verified varies.

12. RISK OVERSIGHT AND MITIGATION

A. Purpose

The City of Dublin makes every effort to produce, manage and direct all volunteer roles in a safe and responsible manner.

B. Safety Audit

A safety audit of all written volunteer assignment descriptions shall be reviewed by the Risk Manager and Director of Outreach & Engagement.

C. Right to Discontinue

In all cases, the HR Director, Risk Manager and Director of Outreach & Engagement reserve the right to discontinue any volunteer for any lawful reason.

13. VEHICLE USAGE

In all cases, a volunteer must be at least age 18 and have a valid driver's license to operate a City motorized vehicle. It is rare that a volunteer will be asked or need to operate a City motorized vehicle, and all such instances must be pre-approved and contained in the written description of the volunteer service with Outreach & Engagement volunteer Resources prior to service. The City of Dublin will provide

appropriate training to all volunteers for whom driving a motorized vehicle is a part of the Volunteer's duties.

14. RECORDS

Outreach & Engagement maintains all volunteer-related records in accordance with City of Dublin's records policies. This includes regular schedules of applications, Codes of Conduct, performance notes, Notice and Waiver Forms, Injury/Accident/Incident Reports and Criminal Background Checks.

15. COMMUNICATION AND MEDIA RELATIONS

A. Volunteer Communication

(1) In order to maintain clarity and message consistency, City communication intended to be sent to all volunteers will be sent by Outreach & Engagement.

(2) Some specific work units have a need to communicate directly with their volunteer pools and may do so. Examples include Community Safety Ambassadors , Dublin Irish Festival Advisory Board, YPA/Service Learners, Nature Education/Park Ambassadors, Key Communicators and specific program initiatives.

B. Media

On occasion, Volunteers are asked to represent their volunteer role with the city to the media. In all cases, volunteers will be coordinated via Outreach & Engagement and an assigned department or division staff member.

16. EXIT INTERVIEWS

For regular service volunteer roles, Outreach & Engagement may, when appropriate, conduct an Exit Interview with the volunteer.

17. EMPLOYMENT STATUS/VOLUNTEER STATUS

A. Post-Employment Volunteering

Volunteer status after separating from employment: A City of Dublin employee must have been separated from employment with the City for a minimum of ninety days before becoming a volunteer or performing any volunteer duties. Only employees who

have left employment with the City in good standing are eligible to volunteer for the City.

B. Volunteers Who Become City Employees

On occasion, an active volunteer may apply for employment with the City of Dublin. If hired, the employee may not be permitted to continue in his/her role as a volunteer for the City. In addition, volunteer service is not a promised path to City of Dublin employment.

C. Employees Who Volunteer for the City of Dublin

A City of Dublin employee may not volunteer for the City of Dublin. On rare occasions, exceptions to this policy may be considered on a case-by-case basis. In order to be considered, the employee must complete the required City of Dublin Volunteer Application and an agreement form for volunteer status. The application/agreement is then submitted for final decision to the Director of Human Resources or their designee. Under no circumstance should Employees be coerced into volunteering for the City of Dublin.

In all cases, no Employee will be permitted to volunteer for the City of Dublin in any role that provides the same type of services to the City that the individual is already employed to perform for the City.

D. Communication of Guidelines

Human Resources or Outreach & Engagement will communicate these guidelines when necessary with the applicant, whether application is being made for employment or volunteer service.