

2018 Summer Junior Counselor Program Information and Application

The mission of the Winter Park Community Center Junior Counselor program is to provide the opportunities for teens in the community to grow as future leaders. Teens will learn valuable work experience and become positive role models for campers.

- Free volunteer program
- Applicants must be entering 9th-12th grade.
- Each applicant must fill out a volunteer application form in its entirety, attach a resume, and submit to Community Center Supervisor no later than **Friday May 4th**.
- Parent or Guardian must sign all areas notated on application form.
- Applicants will then be contacted for a professional interview gaining them valuable experience.
- Selected Teens will be required to work 4 out of 10 camp weeks over the summer. **(June 4th-August 10th)** 40 hours each week. Teens may request to work more weeks if desired.
- Hours will be tracked so teens can use towards scholarship opportunities.
- This program is designed for teens to be a part of our staff rather than just a teen volunteer, giving them a sense of pride and ownership of our community center.
- The following handbook describes the requirements of the position and code of conduct.

PROGRAM PHILOSOPHY

- Character development through everyday leadership and guidance in behavior and attitude.
- Trained professional staff and volunteers who care and want members to realize their full potential as productive, responsible, and caring citizens.
- Programs and activities that meet the individual and group interests of all young people.
- The opportunities to learn, grow, give back to the community, discover, set goals, and meet new friends.
- A safe, positive place kids can enjoy themselves and their friends
- Teach teens to develop the following skills: Leadership and the ability to lead, Teamwork and building a successful team, Chain of command/ responsibility structure, Respect, Supervision, Interviewing skills, Work ethic, Commitment, Responsibility.

2018 WINTER PARK COMMUNITY CENTER VOLUNTEER HANDBOOK

WELCOME

Welcome to the Winter Park Community Center. On behalf of myself, the board of directors and the entire staff, we are pleased to have you working with our organization and we trust that you will find your volunteer experience both challenging and rewarding.

As a volunteer for the Winter Park Community Center (WPCC), you are becoming part of one of the first LEED (Leadership in Energy and Environmental Design) certified buildings in Winter Park. The Winter Park Community Center located at 721 West New England Avenue, opened its doors to the public in October 1, 2011. The community center is approximately 38,000 square feet and offers recreational opportunities for all ages. Amenities include a state-of-the-art fitness center, two regulation basketball courts, media center and banquet space that can accommodate events both large and small. In addition, the community center has an outdoor stage overlooking Shady Park and a multiuse pool with zero-depth entry and lap lanes.

By volunteering, you are continuing a proud tradition of caring individuals who have furthered our worldwide effort to enable all young people, especially those who need us most, to reach their full potential as productive, caring, and responsible citizens. The volunteer opportunities at the WPCC are as varied as our programs and our members. Volunteers are assured to find multiple opportunities where their talents will help impact a member's life.

Becoming a positive influence in the life of a member, let alone multiple members, is arguably the most important work an individual can do. We ask that all staff and volunteers treat their duties with the utmost sincerity. As a volunteer, you will be treated as staff and will be expected to adhere to the same guidelines and principles while honoring all commitments and meeting all expectations.

This handbook presents the volunteer policies and practices in effect at the WPCC. Every effort has been made to establish policies that are fair and acceptable to our type of organization. The policies in this handbook are intended for informational purposes only. Policies are reviewed regularly in order to remain meaningful and current. The WPCC reserves the right, from time to time, to change any or all of the policies, procedures, rules, or benefits described in this handbook. Copies of changes will be available to all volunteers.

The Parks and Recreation department, WPCC staff, more importantly, the members thank you for choosing to make a difference in the community.

Thank you,

Stephanie Kunz

Community Center Supervisor

JOB DESCRIPTION

Under supervision of the Community Center Supervisor, you assists with the recreational programs and summer/holiday camps. Work is reviewed through observation and reports for adherence to established policies and procedures.

Essential Functions Teen Counselor will assist Lead Counselor

- Facilitates programs and activities while ensuring the safety, general welfare and enjoyment of the general public.
- Leads various recreational activities and programs.
- Develops and follows weekly programming plan for camp group.
- Opens, monitors, and secures facility and readies facility for use during operational hour
- May assist in creating various flyers, newsletters, promotions and announcements for programs and activities as directed.
- Monitors supplies and requirements of recreation activities and athletics programs and coordinates with supervisor to ensure ample supply.
- Provides excellent customer service to all customers in all situations (face to face, telephone, email, etc.)
- Performs light custodial duties, e.g., maintains recreation equipment, maintains cleanliness of facilities performs set up and break down duties for activities and special events.

NOTE: The omission of an essential function does not preclude management from assigning specific duties not listed herein if such functions are a logical assignment to the position.

PHYSICAL REQUIREMENTS

Tasks involve frequent walking; standing; some lifting and carrying objects of moderate weight (12-20 pounds).

ENVIRONMENTAL REQUIREMENTS

Tasks may require frequent exposure to adverse environmental conditions.

SENSORY REQUIREMENTS

Tasks require color, sound, depth, texture and visual perception and discrimination and oral communication ability.

RESPONSIBILITY:

- Attend Volunteer Orientation and complete application documents
- Model appropriate behavior by adhering to all rules and regulations outlined in the Volunteer Code of Conduct and Policies
- Sign in and out using Volunteer Sign-In at the front desk
- Wear Volunteer badge at all times
- Keep Community Center Supervisor informed of any concerns or problems that may be occurring with a staff member, a member, a member's parent(s) or another volunteer
- Report any accidents that have occurred directly to a staff member and make sure staff member fills out an accident/incident report.
- Stay with my assigned group at all times unless instructed differently
- Enhance programs by providing small group/one-on-one attention to WPCC members
- Be a positive, consistent role model
- Have FUN!

VOLUNTEER PROCESS

At the WPCC we strive to create positive matches between our Centers' needs and the interests and abilities of potential volunteers. Our application/interview process is designed to help us make those matches.

1. The Application/Medical Release/Hold Harmless/Receipt of Handbook

Prospective volunteers must complete and return all of the above documents to the WPCC Community Center Supervisor. All documents must be completely and correctly filled out and submitted before the next step can begin. (If under 18 parent or guardian must also sign forms) (1 time volunteers must fill out all paper work, however they will not be allowed to work out of the line of sight or direction of a WPCC staff member, and will not require a background check)

2. The Interview

Applicants will participate in a face-to-face or phone interview with the Community Center Supervisor or Recreation Program Coordinator in order to gauge the interests and abilities of the individual.

3. The Background Check

The continued safety of our WPCC members is of the utmost importance. Therefore, in keeping with the policy, every adult staff and volunteer member (18 and up) is subject to a criminal background check prior to beginning the volunteer or employment period. Volunteers once applications are approved will be contacted by HR to be fingerprinted at the Winter Park Police Department. It is very important to follow up with HR once they have contacted you to set up your finger printing. No volunteer may start volunteering prior to clearance of background check.

4. Orientation

Before volunteer employment begins, volunteers will be required to attend a group or individual orientation meeting with the Community Center Supervisor or assigned staff. This orientation will cover our volunteer expectations, the WPCC core ideals, programming, policy and procedures, etc.

5. Placement

After completion of the Volunteer Orientation, the volunteer will be placed within a WPCC program. Every effort will be made to grant volunteer requests as to where a volunteer is placed. However, occasions may arise where the volunteer is asked to serve outside of his/her regular duties.

Note: Attending an orientation and/or submitting an application does not guarantee volunteer placement

DRESS CODE

- Short shorts are prohibited
- Leggings and/or Jeggings are prohibited
- Should wear any shirt assigned. If not assigned a shirt please wear casual clothing.
- No Jeans unless on Fridays
- Closed toe shoes must be worn at all times
- No sagging shorts or pants
- Low cut shirts are prohibited
- Hats are prohibited, unless working an outside event.
- Please dress comfortably
- No inappropriate symbols or language on attire
- Please wear volunteer badge at all times

WPCC MEMBER BEHAVIORAL/DISCIPLINARY POLICY

Please notify a staff member if you notice a behavioral/disciplinary problem that needs attention. Volunteers should not handle any type of behavioral/disciplinary issues.

RULES OF CONDUCT

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all members, volunteers, and staff. The following are only some examples of inappropriate conduct that could lead to disciplinary measures or dismissal:

- The use of Cell Phones is prohibited on the premises. If you choose to bring your cell phone, please ensure that it is turned off or on silent and out of view of WPCC members.
- Do not clump around other volunteers. You are at the center to interact with the members, not your peers.
- Theft or inappropriate removal or possession of WPCC center items
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use in the volunteer environment.
- Transporting members in your personal vehicle for any activities.
- Having deliberate contact with WPCCC members outside of scheduled business hours (i.e. babysitting or inviting member to your residence).
- Inappropriate physical contact with a member. The following forms of physical contact are prohibited: allowing members to sit on your lap; holding or carrying members; hugging; physical means of discipline or retaliation.
- Use of profanity while in the presence of members.
- Creating a disturbance on premises, at sponsored activities or in areas which could jeopardize the safety of others.
- Improper use of WPCC property.
- Lack of cooperation or other disrespectful conduct.
- Verbal altercations with parents, staff, members, or other volunteers.
- Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, facsimile machines, or other WPCC owned equipment.
- Unauthorized disclosure of WPCC proprietary or confidential information.
- Unsatisfactory performance or conduct.
- That I will stay with my assigned group at all times unless otherwise instructed.

CODE OF CONDUCT

I agree to the following:

- I will fulfill the required commitment of my scheduled volunteer hours.
- I will accept the function and roles of the staff and accept their guidance and decisions.
- I will be respectful of the mission of Parks and Recreation Department and not do anything that would jeopardize their mission, goals, and vision.
- I will maintain the dignity and integrity of the WPCC with the public and honor confidential information.
- I have read and will adhere to the dress code.
- I will help staff with statistical data by using the Sign In/Sign out Log.
- I will be mindful of what I say when around members so as not to negatively influence them in any way.
- I will stay with my assigned group at all times unless otherwise instructed.
- If I cannot adhere to my volunteer commitment I will notify a staff member.
- I give permission for the WPCC to photograph and/or video me for promotional materials.
- I understand that if my behavior/work is not meeting the standards put forth in this handbook that I may be asked to immediately leave this program.
- I have read and understand my role as a volunteer.
- I will strive to have FUN!

RECEIPT OF HANDBOOK

I have this day received a copy of the Winter Park Community Center Volunteer Handbook and code of conduct. I understand that I am responsible for reading the policies and practices described within it.

I AGREE TO ABIDE BY THE POLICIES AND PROCEDURES CONTAINED IN THIS VOLUNTEER HANDBOOK. I UNDERSTAND THAT THE POLICIES, PROCEDURES AND BENEFITS CONTAINED IN THIS HANDBOOK MAY BE ADDED TO, DELETED OR CHANGED BY THE WPCC AT ANY TIME. I UNDERSTAND THAT NEITHER THIS HANDBOOK NOR ANY OTHER WRITTEN OR VERBAL COMMUNICATION BY ANY WPCC DIRECTOR OR OTHER WPCC OFFICIAL IS INTENDED TO IN ANY WAY CREATE CONTRACT OF EMPLOYMENT.

I UNDERSTAND THAT MY VOLUNTEER EMPLOYMENT IS AT-WILL, WHICH PERMITS THE WPCC TO TERMINATE THE VOLUNTEER RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT NOTICE. NOTHING IN THIS HANDBOOK IS INTENDED TO GUARANTEE EMPLOYMENT FOR A SPECIFIC DURATION. THE WPCC WILL NOT MODIFY THEIR POLICY OF EMPLOYMENT-AT-WILL IN ANY CASE.

If I have any questions regarding the content or interpretation of this Handbook, I will bring them to the attention of the Community Center Supervisor.

Volunteer Signature _____ Date _____ / _____ /20_____

(If under 18) Parents or Guardian Signature _____

INDIVIDUAL VOLUNTEER APPLICATION FORM

General Information

Name: _____ Nickname: _____

Address: _____ City: _____ Zip Code: _____

Preferred Contact Number: _____

Email: _____

Do you have transportation? Y/N

Experience

Current Occupation: _____ Employer: _____

Special Knowledge, Resources, Training, Certifications or Equipment Skills (you may attach resume)

Please list the dates and locations of your most recent volunteer experience:

What is your goal as a volunteer? _____

Please indicate by circling which summer camp weeks you are available to work:

At least 4 out of 10 weeks

- 1) June 4th-8th 2) June 11th-15th 3) June 18th-June 22nd 4) June 25th-June 29th 5) July 2nd -6th
6) July 9th-13th 7) July 16th -20th 8) July 23rd -July 27th 9) July 30th- August 3rd 10) August 6th-10th

References

Emergency Contact: _____ **Day Phone:** _____ **Evening Phone:** _____

Please give two references that we may contact:

Name _____ Day Phone _____ Eve. Phone _____

Relationship _____ # of years known _____

Name _____ Day Phone _____ Eve. Phone _____

Relationship _____ # of years known _____

Have you ever been convicted of a felony? If yes, Please explain. _____

Medical/Physical Limitations _____

I certify that the statements made by me on this application are true and complete to the best of my knowledge and are made in good faith. I understand that any misstatement of fact may result in termination. I hereby give my permission for you to verify any information included in this application.

Signature _____ **Print** _____ **Date** _____

If Minor, Parent or Guardian Signature _____ **Date** _____

IF MINOR, CHECK BOXES.

VOLUNTEER HOLD HARMLESS AND INDEMNIFICATION AGREEMENT

I _____, (a minor) wish to perform services as a volunteer for the Winter Park Community Center.

I undertake to perform these services for the experience and self-satisfaction I will gain from this public service. I understand that I am not nor will I be a City employee nor will I be eligible for any of the benefits of a City employee except to the extent State law mandates volunteer participation in a benefit program.

(I _____, parent or guardian of, wish my child/ward to have the benefit of performing services for the City.)

In consideration of City's permission to perform volunteer services, I, for myself and my assigns, (and I, as parent or guardian, for myself and my assigns) do hereby release and discharge The City of Winter Park, its agents, officers and employees from any and all claims, demands, grievances, and causes of action of every kind whatsoever, including, but not by way of limitation, all liability for property damages and personal injury of every kind, nature or description arising or which may hereafter arise from said permission, volunteer's performance of services or volunteer's presence on the work site.

I/We hereby indemnify and hold harmless The City of Winter Park for any and all claims, demands and causes of action of every kind and nature arising out of said permission, volunteer's performance of services, or volunteer's presence on the work site.

Volunteer's Signature _____ Date _____

Address _____

If Minor, Signature of Parent or Guardian _____ Date _____

Volunteer Medical Release Form/Emergency Medical Information

I, _____) Born on _____,
(Volunteer) (Insert Date)

If minor Parent or Guardian Volunteer Name _____ do hereby give my consent to **Winter Park Community Center** to secure and authorize such emergency medical treatment as the above name might require while under the supervision of said care provider. I also agree to pay all the costs and fees contingent on emergency medical care or treatment for this person as secured or authorized under this consent. Note: Every effort will be made to notify the parents/son/daughter/guardian, etc. in case of an emergency. In the event of an emergency, it would be necessary to have the following information:

Physician's Name _____ Phone Number _____

Address _____

Volunteer Signature _____ Date _____

Parent/Guardian Signature (If Under age 18) _____ Date _____

Emergency Contact Name _____ Phone Number _____

Additional Emergency Contacts _____ Phone _____

Allergies _____

Medications _____