

# **True Holiness Assemblies of Truth United International**

**Corporate Offices**  
865 Altoona Street, 3<sup>rd</sup> Floor  
Cincinnati, Ohio 45206

## **Volunteer Personnel Handbook**

To Guide Volunteer Personnel

### **ANNOUNCEMENT:**

*Currently Volunteer Services Department exclusively works on projects for the Board of Bishops. However, the Director has prepared this guide and a national volunteer list to assist other departments in their selection of volunteers from within the organization.*

## Volunteer Personnel Handbook

This handbook is intended to provide information that will foster healthy workplace and relationship practices among those who volunteer for this organization.

Welcome to True Holiness Assemblies of Truth United International.  
Volunteer Services.

As you know, the Administration Division of True Holiness Assemblies of Truth United Int'l (THAT United) has grown and you are invited to participate in its expansion by volunteering your services to advance the mission of this organization.

Our workforce of THAT United is entirely made up of volunteers recruited from the congregations of the united churches. For example, the board members, department heads, officers, typists, copyists, editors, and executive assistants are all volunteers. When ever appropriate, individuals outside of the organization will be considered for volunteer positions as well.

Volunteers are largely recruited from our congregations because the President/CEO has designed the Volunteer Services to help pastors and other church leaders to create a learning environment within THAT United for those who seek relevant work experience to further their careers. At the same time, this Department also assures that the goals of this organization are reached in a timely manner, by coordinating volunteer work opportunities.

Volunteers will be asked to serve for various periods of time. However, if you feel at anytime that you will not be able to continue to offer your services, please do not hesitate to let your supervisor and Volunteer Services Director, Evangelist Delores Mays, know about it.

I hope you will enjoy working for True Holiness Assemblies of Truth United International as much as I do. Together we will reach the goals that the Lord has set for us, before His imminent return.

Yours In Christ,

Evangelist Delores Mays  
Director, Volunteer Services

## **HISTORY OF THE ORGANIZATION**

The True Holiness congregations have been in existence since 1966. In 1998, these congregations formed a central organization called True Holiness Assemblies of Truth United International to provide guidance for the growth and to coordinate the efforts of all its churches and auxiliaries. Its corporate headquarters is located at 865 Altoona Street, 3<sup>rd</sup> Floor, Cincinnati, Ohio 45206.

The Bylaws and Constitution of True Holiness Assemblies of Truth United specify that the office of Presiding Bishop is the highest governing appointment and will be the pastor of the whole church and a teacher of this church's faith. She exercises pastoral care by giving leadership and support to the members of the Board of Bishops and Board of Elders.

Board of Bishops is the highest governing body of the organization and constitutes the union, community, and corporate mission among all its congregations and lesser governing bodies.

Although their congregations are located in Ohio, Northern Kentucky, Southern Indiana, and Delaware, they constitute one church that is unified for one purpose, which is to enrich their communities by modeling and teaching principles of Jesus Christ.

The congregations are the essential mission arms of the corporate administration, as well as the corporate ministry. They are integrated into a volunteer workforce, which ensures that the projected goals are reached each fiscal year. Their participation enables the Executives to effectively diagnose the organization's existing strengths and weaknesses, and projected problems and opportunities.

**SENIOR PERSONNEL OF  
VOLUNTEER RESOURCES DEPARTMENT**

**JOB TITLE:**Chief Operations Officer

**DIVISION/DEPARTMENT:** Administration Division

**ACCOUNTABILITY:** Reports to President/CEO

**JOB SUMMARY**

Set volunteer resources related policies and procedures. Works with other senior management to develop the direction of the organization and ensure that the organization's people can meet those needs.

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**JOB TITLE:**Volunteer Services Director

**DIVISION/DEPARTMENT:** Volunteer Services Dept

**ACCOUNTABILITY:** Reports to Chief Operations Officer

**JOB SUMMARY**

Responsible for planning, directing, and implementing the volunteer resources function for THAT United.

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**JOB TITLE:**Training and Development Manager

**DIVISIONS/DEPARTMENT:** Administration Division

**ACCOUNTABILITY:** Reports to Chief Operations Officer

**JOB SUMMARY**

Oversees training and development activities within THAT United. and discovers training opportunities outside to the organization. This person ensures that volunteers are developed to their highest potential, by setting learning goals.

## **I. The Volunteer Program**

### **A. General Policy for Volunteer Service**

The corporate objectives of True Holiness Assemblies of Truth United International are accomplished by the active participation of the membership of its united congregations. Therefore, THAT United encourages the involvement of volunteers at all levels of its administration, programs, and activities. The Volunteer Resources Department designs recruitment programs and fills positions in which volunteers might serve within the organization.

### **B. Rationale for Volunteer Work Policies**

These policies are to provide overall guidance and direction to the staff and volunteers in our organization. True Holiness Assemblies of Truth United International administration reserves the right to change any of these policies at any time. Only the Vice President of Volunteer Resources and THAT United's President/CEO can grant changes or exceptions to these policies.

### **C. Application of Volunteer Work Policies**

Unless specifically stated, these policies apply to all volunteers in all programs and projects undertaken in or on behalf of THAT United.

### **D. Responsibility of the Volunteer Resources Department**

The use of volunteers requires a planned and organized effort. The function of the Volunteer Resources Department is to provide a coordinated effort for effective volunteer management within THAT United. The Volunteer Services Director shall bear primary responsibility for implementing an effective volunteer program, by identifying and creating productive volunteer roles, recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers.

**E. What Is A Volunteer?**

A volunteer is anyone who performs a task at the direction of and on behalf of THAT United, without compensation. They are not being considered as employees of THAT United. A volunteer must be officially accepted and enrolled in the Department of Volunteer Resources prior to performance of the task.

**F. Volunteer Privileges and Tasks**

Because volunteers are viewed as a valuable resource to THAT United, they shall be given meaningful assignments and offices, to be treated as equal co-workers, to have effective supervision, and to receive recognition for work done. Therefore, volunteers shall agree to actively perform their duties to the best of their abilities and to follow all procedures of THAT United.

**G. Extent of Volunteer Contribution**

Volunteers may work in all programs and activities and serve in administrative and executive levels decision-making. Volunteers should not, however, be used to move any compensated employees from their jobs.

**II. Volunteer Management Practices**

**A. Safeguarding Records**

A system of records will be maintained on each volunteer with True Holiness Assemblies of Truth United International, including dates of service, positions held, and duties performed, evaluation of work, and awards received. Therefore, all relevant records must be submitted to Volunteer Resources Department in a timely manner.

After three years, the records on each volunteer will be purged from the files. Volunteer personnel records shall be accorded the same confidentiality as the compensated personnel's records.

**B. Corporate Image of True Holiness Assemblies of Truth United International**

Volunteers are authorized to act as representatives of the agency as specifically indicated within their job descriptions. Prior to any action or statement, which might significantly affect or obligate True Holiness Assemblies of Truth United International, and volunteers, should seek consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, partnership with other organizations, or any binding agreements or other financial obligations.

**C. Information To Be Kept In Confidence**

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, or other person or involves overall business of the organization.

**D. Dress Code**

Each volunteer is expected to dress appropriately for the job. Supervisors are responsible for setting appropriate dress standards for their departments. The following factors should be considered:

1. The nature of the work
2. The prevailing factors of other workers in similar jobs
3. The type of image the organization wants to project.

### **III. Volunteer Recruitment and Selection**

#### **A. Position Descriptions**

Volunteer staffs, 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. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer position. This position will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for performance of the job, a listing of job qualifications, and a description of job benefits. The Volunteer Services Department is available to assist staff I the department of volunteer jobs and position descriptions.

#### **B. Requests for Volunteers**

Requests for volunteers shall be submitted in writing (correspondence or email) by interesting staff, complete with a draft position description and a requested timeframe. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance notice.

#### **C. Recruitment**

Volunteers shall be recruited with the intent of broadening and expanding the volunteer workforce of True Holiness Assemblies of Truth United International at large. Volunteers shall be recruited without regard to gender, handicap, age, race or other condition.

The first selection for volunteers will be from the membership pool from within the congregations of THAT United. 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. No final acceptance of a volunteer shall take place without a specific written volunteer position description for that volunteer.

#### D. Recruitment of Minors

Volunteers who have not reached the age of majority must have written consent of a parent or guardian prior to volunteering. The volunteer work assigned to a minor should comply with all appropriate requirements of child labor laws.

#### E. Interviewing

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for the 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.

#### F. Health Screening

In cases where volunteers will be working with clients with health difficulties, a health screening procedure may be required prior to volunteer assignment. In addition, if there are physical requirements necessary for performance of a volunteer task, a screening or testing procedure may be required to ascertain the ability of the volunteer to safely perform the task.

**G. Criminal Records Check**

The States of Ohio, Kentucky, Indiana, and Delaware may require individuals to submit to a background criminal check when working with Adult Assisted Living and Child Daycare. Other procedures may include reference checks and direct background investigation. Volunteers who refuse permission for conduct of these checks will not be accepted for placement.

**H. Placement**

The interests and capabilities of the volunteer should match the requirements of the volunteer position.

**I. Acceptance and Appointment**

A volunteer shall begin a job with an official notice of appointment to a volunteer position. An authorized representative of Volunteer Resources Department may only give notice. This authorized representative will normally be the Volunteer Services Director. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and shall receive a copy of their job description and agreement of service with True Holiness Assemblies of Truth United International

**J. Professional Services**

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license should be maintained by the Volunteer Services Department.

## **K. Duration of Work**

All volunteer positions shall have a set term of duration. It is highly recommended that this term shall not be longer than one-year, 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. They may instead seek a different volunteer assignment with in THAT United or retire from the volunteer service.

## **IV. Volunteer Training and Development**

### **A. Orientation**

All Volunteers will receive a general orientation on the nature and purpose of True Holiness Assemblies of Truth United International, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position, which they are accepting in that effort.

### **B. On-the-Job Training**

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment.

### **C. Continuing Education**

Volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities will be made available to volunteers of THAT United. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided either by the Training and Development Manager of the Volunteer

Resources Department or by assisting the volunteer to participate in educational programs provided by other groups.

## **V. Volunteer Supervision and Evaluation**

### **A. Requirements of a Supervisor**

Each volunteer, who is accepted to a position, must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

### **B. Volunteers as Volunteer Supervisors**

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a staff member.

### **C. Volunteer/Staff Relationships**

Volunteers and staff are considered to be partners in implementing the mission and programs of True Holiness Assemblies of Truth United International. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

### **D. Absenteeism**

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made.

#### E. Evaluations

Volunteers shall receive periodic evaluations to review their work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's experience, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in the position.

The evaluation session is an opportunity for both the volunteer and the Volunteer Resources Department to examine and improve their relationship.

#### F. Written Basis for Evaluation

The position description and standards of performance for a volunteer position should form the basis of an evaluation. A written record should be kept of each evaluation session.

#### G. Corrective Action

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or termination from volunteer service.

#### H. Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the Volunteer Resources Department 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 supervisory staff. Staff should seek Volunteer Services Director for assistance.

**I. 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, theft of property or misuse of equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by agency policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

**J. Resignation**

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

**K. Exit Interviews**

Exit interviews, where possible, should be conducted 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 of volunteer service.

**L. Communication with the Volunteer Services Director**

Staffs who are supervising volunteers are responsible for maintaining regular communication with the Volunteer Services Director on the status of volunteers. The Department should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

## **M. Evaluation of Volunteer Resources Department**

The Volunteer Resources Department shall conduct an annual evaluation of their use and training of volunteers. This evaluation shall include information gathered from volunteers, supervision, and clients.

## **VI. Volunteer Support and Recognition**

### **A. Reimbursement of Expenses**

Volunteers maybe eligible for reimbursement of reasonable expenses incurred while undertaking business for True Holiness Assemblies of Truth United International. The Volunteer Resources Department shall distribute information to all volunteers regarding specific reimbursable items. (See Finance Department Policies and Procedures Manual) Prior approval must be sought for any major expenditure.

### **B. Access to Property and Materials**

As appropriate, volunteers shall have access to property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required to fulfill their duties.

### **C. Recognition**

An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers.

### **D. Informal Recognition**

All staff and volunteers responsible for volunteer supervision are encouraged to undertake ongoing 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 gift certificates and other incentives.

## **E. Volunteer Career Paths**

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

## **VII. POLICY ON ETHICS AND PERSONAL CONDUCT**

### **POLICY**

True Holiness Assemblies of Truth United International expects all volunteers to avoid activities that create conflicts of interest with their responsibilities to this organization. Anyone who has a conflict of interest with any activity or program of THAT United, whether personal, philosophical, or financial, shall not be permitted to serve as a volunteer.

### **COMPANY PROPERTY**

No volunteer will remove company property without written permission from the supervisor responsible for the property in question. This includes, but is not limited to:

1. Materials, equipment and tools.
2. Property owned by THAT United. or staff members.
3. Confidential literature.
4. Computer disks, tapes and other storage media.

### **PERSONAL CONDUCT**

1. Volunteers must take no action to work in any manner that may cause injury to themselves or their fellow workers.
2. Volunteers must not do anything to interfere with other staff and volunteer's abilities to get their own work done.

3. Volunteers must treat other personnel with courtesy and respect. They should behave toward others, as they would prefer that others behave toward them.

## **VIII. POLICY ON TELEPHONE USE**

1. This organization maintains its telephone facilities for business purposes. It is recognized that some personal telephone calls are necessary. Personnel are allowed to make reasonable number of personal calls. They should keep these as brief as possible to avoid interfering with their normal work or with business use of the telephones.
2. No personal toll calls should be made from the organization's telephones.
3. These rules may be waived in case of an emergency.

## **IX. POLICY ON HOUSEKEEPING**

In the interest of safety, personal well-being and a pleasant working environment, True Holiness Assemblies of Truth United International expects that all personnel will keep their work areas clean and neat at all times. Supervisors may assign such clean-up duty as is necessary to meet the intent of this policy.

Neat working areas also help prevent waste. All personnel are expected to take every reasonable step to avoid waste. Everything we use in this business costs money. The more we save in operating costs, the more resources this organization has available to improve its operations to accomplish its mission.