

# POLICY MANUAL

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**Subject:** Volunteer Duties

**Effective Date:** 1/91

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**Initiated By:** Sydnor Horn  
Volunteer Coordinator

**Approved By:** James B. Moore  
Executive Director

**Review Dates:** 1/13/94, 12/4/96, 8/26/99 SH; 02/06CSF  
06/09 GSF

**Revision Dates:** 12/02 CSF  
11/13 CB; 12/14 CB

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## POLICY:

Cumberland Heights has identified specific duties that may be considered appropriate for volunteer program services. These duties are performed under the supervision of the Volunteer Services Coordinator in conjunction with the assigned department manager or designee. Specific requests outside of those delineated within this policy must be approved by the Volunteer Services Coordinator and the appropriate assigned department manager or designee.

## PROCEDURE:

Recommended duties may include, but are not limited to:

1. Clerical Services – filing, copying, mailings, and other general clerical functions as identified by the assigned department
2. Pastoral Services – study groups, charity projects, church services, and other functions as identified by the Director of Pastoral Care Services
3. Adolescent/Teen Projects – gardening, study groups, guest speakers, knitting, quilting, crocheting, athletics, school work, interpreting (i.e., Spanish, French, sign language) and other functions as identified and approved by the Director of Youth Services.
4. Clinical Services –family and/or children’s programs, greeting incoming customers for assessments and/or admissions, assisting patients who have difficulty reading and/or writing, interpreting (i.e., Spanish, French, sign language), and other functions as identified by the Program Director and/or Executive Clinical Team.
5. Aftercare – group leaders, Pass-It-On data entry, phone calls to former patients, special events (i.e., patients’ holiday parties) and other functions as identified by the Director of Aftercare. All aftercare group leaders must have appropriate training.

6. Development – fundraising, data entry into Raisers' Edge, special events (i.e., annual concert, women's breakfast), mailings, community service projects (i.e., HCA) and other functions as identified by the Chief Development Officer.
7. Alumni Association – fundraising, special events, annual Alumni Picnic and Golf Scramble, and other functions as identified by the Alumni Association and as approved by the Volunteer Services Coordinator.
8. Childcare – Wednesday night aftercare, Children's Program and other functions as identified and approved by the Director of Aftercare, Volunteer Services Coordinator and/or Executive Clinical Team. All childcare providers must have appropriate training.
9. Support Services – cleaning, housekeeping, grounds keeping, and other functions as identified by the Director of Support Services, the Director of Dietary/Food Services and/or the Chief Business Development & Plant Operations Officer
10. Bookstore – retail clerk, inventory, and other volunteer duties as approved by the Chief Business Development and Plant Operations Officer.
11. Other – functions as they are identified and approved by the Volunteer Services Coordinator and the appropriate department manager