

Volunteer Programs

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SY 2017-2018



# VOLUNTEER COORDINATOR HANDBOOK

## PARTICIPATE | ENGAGE | INSPIRE

VOLUNTEER PROGRAMS  
OFFICE OF FAMILY AND COMMUNITY ENGAGEMENT IN EDUCATION

## WELCOME VOLUNTEER COORDINATORS!

We are excited to have you as a School Volunteer Coordinator! The District's theme is **PARTICIPATE, ENGAGE, INSPIRE**. As a Volunteer Coordinator, you can help our parent and community volunteers participate in school projects, engage in the classroom, and inspire young minds to dream big!

We are extremely appreciative of our educators and school support staff who ensure adult volunteers exist in our schools to support student achievement.

Volunteers work in every aspect of school operation, from classroom to the field, one-on-one tutors and mentors, to organizing and manning special events and extracurricular activities. As a Volunteer Coordinator, you become instrumental in assisting with their on-boarding, matching talents and interests with their volunteer project/task, and participating in trainings to build your customer service skills.

Please review this handbook as it gives an overview of the entire volunteer process, roles and responsibilities, policies and practices, benefits, and our Office supports. If you have any questions, feel free to contact the CPS Volunteer Programs team at **773-553-1544** or email them at **volunteer@cps.edu**.

Thank you for providing your time and commitment as Volunteer Coordinators. With the continued support of school staff, parents and communities, we can to provide rewarding experiences where every student in every neighborhood can reach their full potential.

Sincerely,

Chip Johnson  
Chief Officer,  
The Office of Family and Community Engagement in Education

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## INTRODUCTION

Volunteerism is universal and immense, representing an enormous reservoir of skills, energy and local knowledge for human development. We believe that at its core are relationships and their potential to enhance the well-being of students, adult learners, and entire communities.

Therefore, volunteerism becomes an integral part of our school system aimed at building social cohesion, dual-generational learning experiences, and mutually-beneficial partnerships. Today, maybe more than ever before, these acts of learning, caring and sharing are a necessity.

The primary purpose of this Handbook is to provide you with information you will need as a Volunteer Coordinator in your school, to help make your experience enriching and rewarding. Each school individualizes its volunteer projects and tasks to meet the needs of the students and teachers. Under the direction of your Principal, they have selected you to help recruit, select, and provide logistical support.

## VISION

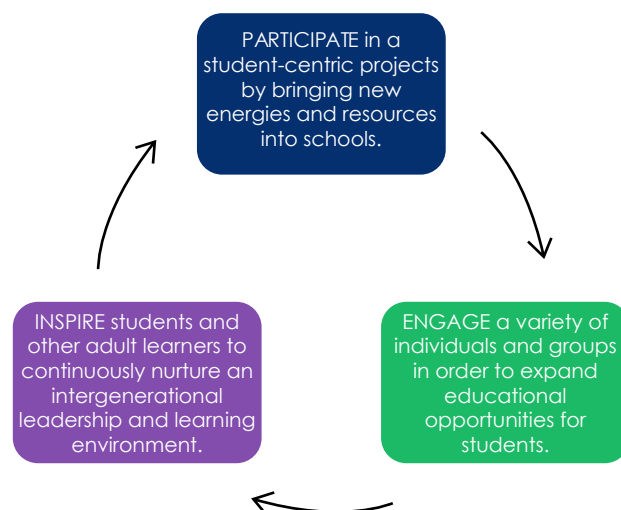
To build a streamlined, intergenerational volunteer experience for adult learners to help strengthen school-community relations, enrich the learning environment for students, and harness the power of volunteerism.

### **What does this mean?**

**If** we create a resource-driven pathway for parents and community stakeholders to seek out volunteer opportunities in schools, **then** we will empower adults to broaden the learning experience of students and mobilize the school community to deepen the pool of volunteers.

## GUIDING PRINCIPLES

Through a collective effort between the school staff and Volunteer Program staff, we will encourage parents and community stakeholders to actively:



## CPS BOARD POLICY

The purpose of this policy is to promote and encourage volunteerism in the Chicago Public Schools and to expand and enhance parental, community, civic and business involvement with schools while also ensuring appropriate levels of safety and security (**CPS Policy Manual, Section: 801.2A; Effective March 26, 2014**).

### **POLICY TEXT:**

**1. Volunteer Application:** Prospective volunteers must complete the required CPS volunteer application forms and satisfy the requirements of the applicant review process. Misrepresentation on any of the application forms or during the review process may result in immediate disqualification of a volunteer applicant. An individual who has been convicted of any criminal offense enumerated in 105 ILCS 5/34-18.5(c) of the Illinois School Code ("Enumerated Offense") shall be ineligible to be a volunteer. An individual who has been convicted of an offense that requires him/her to appear on a sex offender registry in any jurisdiction shall be ineligible to serve as a volunteer.

### **2. Criminal Background Check:**

**PART A: As part of the review process, the prospective volunteer shall comply with the following criminal background check requirements. A fingerprint criminal background check is required for all Level I Volunteers. A Level I Volunteer is:**

- A parent providing volunteer service in their child's school or classroom for 10 or more hours/week;
- An individual providing volunteer service for 5 or more hours/week at a school where s/he does not have a child enrolled;
- An individual chaperoning an overnight school-sponsored trip, regardless of the hours/week that the volunteer serves (See also the Student Travel Policy);
- An individual serving in a coaching capacity, regardless of the hours/week that the volunteer serves (See also the CPS High School Athletic Association Bylaws);
- An individual serving as a student teacher or pre-service teacher, regardless of the hours/week that the volunteer serves (See also the Student Teacher and Pre-Service Teacher Enrollment Policy);
- An individual serving as a One-on-One tutor or mentor, regardless of the hours/week that the volunteer serves;
- An individual providing volunteer service with students when such service may occur in an unsupervised setting, regardless of the hours/week that the volunteer serves;
- An individual providing volunteer service for a program where the program's funding agency requires criminal record clearance, regardless of the hours/week that the volunteer serves.

**PART B: A fingerprint criminal background check is not required for Level II Volunteers. A Level II Volunteer is:**

- A parent providing supervised volunteer service in their child's school or classroom for less than 10 hours/week;
- An individual providing volunteer service for less than 5 hours/week at a school where s/he does not have a child enrolled;
- An individual providing incidental volunteer service with no ongoing individualized interaction with a student(s) including those who speak at a class/assembly, judge academic competitions, give musical performance, participate in the "Principal for a Day" program, job shadowing event or other one-time event provided where there is direct supervision of the activity/event by regular school employees;
- A parent accompanying his/her child's class on a one -day field trip or another type of extracurricular activity that does not involve an overnight stay;
- An individual providing volunteer service on projects/activities involving no or nominal contact with children (home-based volunteer activities, volunteers serving at Central or Network office).

## ROLES AND RESPONSIBILITIES

In order to maximize efforts in helping generate large pools of volunteers and bridging the generational learning gap, below is a list of key functions at each level:

***Responsibilities of the school Volunteer Coordinator are:***

**At the School** - Each school's volunteer program is individualized to meet the needs of the students and teachers at the school. In cooperation with the principal, the school's Volunteer Coordinator directs their volunteer projects/tasks.

- Surveying needs of teachers
- Recruiting and registering volunteers - especially parents
- Placing volunteers by matching their skills/interests to job assignments
- Serving as a resource for volunteers
- Physically checking each volunteer candidate's photo ID and keeping a copy of the ID on record
- Managing volunteer applications in the CiviCore database

***Responsibilities of Volunteers:***

All volunteers are expected to conduct themselves, always, in a manner that best represents their school and community. Actions and appearance should, at all times, be professional and respectful of others.

***Each volunteer, in addition to carrying out individual work responsibilities, will:***

- Abide by Chicago Public Schools volunteer policies and safety and security procedures
- Be prompt and reliable in reporting for their volunteer duties

- Work a determined number of hours according to a mutually agreed upon schedule
- Complete Volunteer time sheets, or report hours worked, as organized with the School Volunteer Coordinator
- Complete on-boarding training and other virtual trainings, as provided
- Treat students, parents, community members, CPS employees, and fellow volunteers politely at all times
- Perform duties in a safe manner
- Communicate questions/concerns to School Volunteer Coordinators and/or Volunteer Programs Staff in a timely manner

### ***Responsibilities of the Volunteer Programs staff:***

**At the District Level** – The Volunteer Programs staff at Central Office provides support and best practices for school Volunteer Coordinators as well as helps facilitate the volunteer approval process. In addition, staff will recruit and process volunteers from third party organizations. Volunteer Programs serves as a central resource for schools, volunteers, and external organizations.

- Developing and disseminating volunteer materials
- Arranging Volunteer Coordinator orientation and training workshops
- Speaking to community groups
- Recruiting and placing community/corporate volunteers
- Working with Volunteer Coordinators to develop and maintain volunteer opportunities at the school
- Sponsoring Volunteer End-of-Year Event
- Providing technical support to Volunteer Coordinators

## **PROGRAM BENEFITS**

Below are just a few ways how the time, effort, and presence of CPS volunteers transcends every level of providing a quality education to our children.

### ***For Students***

- Develop skills in communicating with adults and their peers
- Increase skill sets learned through tutoring or targeted attention from volunteers
- Exposure to a wide range of life experiences, skills, and talents of volunteers which adds to a positive learning environment
- Receive individualized support and encouragement helping them to overcome obstacles, increase motivation and develop self-confidence

### ***For Educators***

- Readiness to involve families in new ways, including those who do not volunteer at school
- Awareness of parent talents and interests in schools and children

- Greater individual attention to students, with help from volunteers
- Increase collaboration with parents and community members
- New experiences, interests and skills are brought to the classroom by the volunteers
- Opportunity to expand programs and volunteering opportunities to meet the changing needs of their students
- Efficiently vet volunteers based on the needs and best interests of the school
- Positive partnership between school and community
- Gain staffing support from volunteers that is cost-effective
- Acknowledgment of parent and community talents, skills, and expertise in their volunteer work
- Support from Volunteer Coordinator in the recruitment, selection, and management of a pool of volunteers

### **For Volunteers**

- Better understanding of a teacher's job; increased comfort in school interactions and carryover of school activities at home
- Self-confidence in ability to work in schools and with children, or take steps for own education or work
- Awareness that families are welcomed and valued at school
- Deeper understanding of student learning
- Receive recognition, affection and respect of students and staff for their contribution
- Application of skills, knowledge, and life experience to reinforce learning in and out of the classroom

## **MAKING THE RIGHT MATCH**

From preparing materials for a lab experiment, to cleaning lunch tables, or mentoring/tutoring a student one-on-one, there is a volunteer job to suit every person's background and interest. The following is a list of example volunteer job descriptions you can create to enrich student learning and volunteer experiences.

**To help with the placement process, we have crafted a Volunteer Placement Checklist, which is available in the Appendix section at the end of this Handbook.**

### **Sample Volunteer Job Descriptions and Duties:**

#### **1. Art Volunteer**

- Works with small groups on special projects
- Helps teacher with preparations and clean-up
- Assists in designing and building stage sets for school performances
- Creates and/or makes costumes

#### **2. Classroom Volunteer** (Reading, Basic Math, English, Science, Social Studies)



- Reads to children or listens to them read
  - Uses flash cards to help students learn words, multiplication tables, and word sounds
  - Supervises learning centers, games, and other areas where an extra pair of hands are needed
  - Assists students in academic work without evaluating
  - Field Trip Chaperone
  - Prepares bulletin boards or hands-on teaching materials
- 3. Clerical Volunteer**
- Assists the support staff in the operation of our schools by working as a receptionist, typist, or file clerk
- 4. Parent Room Volunteer**
- Assists the school staff in daily operation of the parent room
  - Responsibilities might include tutoring, reading, telephoning, baby-sitting, assisting with check-out of materials, making games, repairing/cleaning equipment, and organizing materials
- 5. Media Center/Library Volunteer**
- Responds to teachers' and students' requests for services
  - Works at the circulation desk; shelve books
  - Operates audio/visual equipment
  - Assists with book fairs
- 6. Music/Band Volunteer**
- Works with small groups on special projects
  - Files and organizes music and uniforms
  - Travels with students to performances
- 7. Physical Education Volunteer**
- Helps the PE teacher with team games
  - Helps with Field Day events
- 8. Tutor Volunteer**
- Works with small groups to reinforce basic skills
  - Offers remedial help or reinforcement activities
- 9. Youth Motivator/Mentor Volunteer**
- Works with an at-risk student needing extra support
  - Serves as a role model and advisor, helping the student understand how education will help him/her reach personal goals
  - Encourages school attendance; discourages tardiness

## APPENDIX A: VOLUNTEER FAQ

### What is the volunteer application process?

- All volunteer candidates must complete a volunteer application through the Chicago Public Schools CiviCore database. Please visit: [cpsvolunteers.org](http://cpsvolunteers.org).
- The Principal or Volunteer Coordinator at the selected school will review the application in CiviCore and must approve the candidate to move forward with next steps in the process. In order to be approved, the candidate must visit the school in person and show his/her photo ID to the Volunteer Coordinator.

Candidate Seeking Level I Approval	Candidate Seeking Level II Approval
1. Volunteer Programs will provide guidance by email regarding the next steps: TB test and background check. This includes supplying all associated documents and explicit instructions for submission.	1. If candidate is seeking "Level II" approval, the Volunteer Coordinator must approve them as a volunteer candidate in the CiviCore; then, they will receive a notification of approval status via email.
2. The CPS Department of Safety and Security will contact candidate directly with any questions regarding his/her background check, and will inform Volunteer Programs of final background check results once received.	2. The application process ends here for Level II candidates. If approved, they will be instructed to contact the school's Volunteer Coordinator for further guidance.
3. Once TB form and background check results are received by Volunteer Programs, the candidate will receive an email notification of status.	
How Long will This Process Take?	How Long will This Process Take?
Level I candidate results vary depending upon when the candidate completes the TB/background check process and when TB/background check results are received. Candidates should expect to receive an email notification within 2-5 weeks with either volunteer status or process status (e.g., waiting for background results, missing form, etc.).	Candidates not requiring background checks and TB Test (Level II) should expect notification via email within 1 week.

### What is the volunteer process for field trip chaperones?

- For day trips, potential chaperones simply need to complete the short online application process at [cpsvolunteers.org](http://cpsvolunteers.org). Overnight trips will require a more in-depth process. Either way, we suggest volunteer coordinators encourage potential chaperones to begin the process a month ahead of the scheduled field trip.
- Also, CPS employees who volunteer at schools other than where they are employed, must complete a volunteer application in order to be eligible to participate. (This process allows us to verify employment. Active employees do not go through the background check process). Please note, if school chaperones have not been vetted through the official CPS volunteer process, then the school assumes any associated risk.

## APPENDIX A: VOLUNTEER FAQ (CON'T)

### **Who do I contact with questions?**

Background check inquiries should be directed to CPS Department of Safety and Security at 773-553-6503. All other questions should be directed to Volunteer Programs at 773-553-1544 or [volunteer@cps.edu](mailto:volunteer@cps.edu). In addition, please visit [cpsvolunteers.org](http://cpsvolunteers.org) for more information.

### **Do CPS employees or LSC members who want to volunteer require a background check?**

No. All CPS employees completed background checks and TB test as part of the hiring process. Likewise, all LSC members completed background checks. Please note, all those interested in volunteering are required to submit a volunteer application, and LSC members are also required to submit a completed TB form.

### **Is there an appeals process?**

All Level I candidates must receive a "clear" background check and TB test. If there are no volunteer opportunities at the school, all candidates are free to apply to another school or reapply at a later time.

### **If a candidate is already an Approved Volunteer at one school, do they have to apply again?**

All candidates should add each school they would like to volunteer at to their volunteer application or approved volunteer profile within CiviCore. This is important so that each school may independently determine whether there is a match between candidate interest and school need. Approved Volunteers will not be required to retake TB test or fingerprint.

### **Can a school have more than one Volunteer Coordinator?**

Each Principal designates one individual to act as the school's official Volunteer Coordinator. However, the Principal can act as a secondary contact and will also have access to the CiviCore database to approve and manage volunteers.

### **Is there additional compensation for Volunteer coordinators?**

As a Volunteer Coordinator, there is no additional compensation; however, the school will receive many benefits through your volunteer organization efforts as well as be eligible for school incentives based on high volunteer participation.

### **Is a photo ID needed in order to volunteer?**

Yes. After you complete your online application, you must visit the school and present a valid photo ID to the Volunteer Coordinator. The Volunteer Coordinator will check your photo ID and make a copy for their record. Examples of a valid photo ID include: State ID, Driver's License, Matricula, Military ID and/or Passport photo.

### **Is a social security number needed in order to volunteer?**

You will only need to provide your social security number if you are a Level I volunteer, which is a parent who volunteers more than 10 hours per week (or more than 5 hours per week for non-parents). For more information on Level I vs. Level II volunteers, visit [cpsvolunteers.org](http://cpsvolunteers.org). Level I volunteers must complete a background check and will be required to provide a social security number at that time. If you are not a Level I, you do not need to provide a social security number in order to volunteer.

### **Do individuals from third parties need to go through the volunteer process?**

Yes. Personnel from third party companies not being paid by CPS are considered to be volunteers. Any individuals from this type of organization working in the school must go through the CPS volunteer process.

## APPENDIX B: VOLUNTEER CANDIDATE DETERMINATION CHECKLIST

### Candidate Determination Checklist

Please use this checklist to determine if a volunteer needs to be processed through the CPS Volunteer Programs process. \*Always refer back to the Board Approved Volunteer Policy on page 4.

**A volunteer candidate must be processed by Volunteer Programs if any the following questions were answered as “yes”.**

Scenario	YES	NO
1. Will candidate(s) be volunteering with CPS students?		
2. Will candidate(s) be volunteering within a CPS school (CPS school premises)? <sup>1</sup>		
3. Will candidate(s) be volunteering with groups of students that include CPS students?		
4. Candidate(s) part of a Program/CPS Contract Program? <sup>2</sup>		
5. Candidate(s) part of Private/Third-Party employment? <sup>3</sup>		

<sup>1</sup> – i. e. Girl Forward Summer Program

<sup>2</sup> – i. e. Project Sincere

<sup>3</sup> – i. e. PVT Nurses



## APPENDIX C: LEVEL I AND LEVEL II VOLUNTEERS

### How to Determine if a Volunteer Requires Level I or Level II Clearance?

*(Per CPS Board Policy in the CPS Policy Manual, Section: 801.2A; Effective March 26, 2014)*

#### Examples of Level I Volunteers:

*Overnight-Field Trip Chaperones*

*Mentors*

*Tutors*

*Coaches*

*Non-supervised classroom assistants*

#### Examples of Level II Volunteers:

*Day-Field Trip chaperones*

*Assistants in schools with administrative duties*

*Other volunteer activities in contact with students while supervised*

### Level I Volunteers

**A fingerprint criminal background check is required for all Level I Volunteers. A Level I volunteer is:**

1. A parent providing volunteer service in their child's school or classroom for 10 or more hours/week;
2. An individual providing volunteer service for 5 or more hours/week at a school where s/he does not have a child enrolled;
3. An individual chaperoning an overnight school-sponsored trip, regardless of the hours/week that the volunteer serves (See also the Student Travel Policy);
4. An individual serving in a coaching capacity, regardless of the hours/week that the volunteer serves (See also the CPS High School Athletic Association Bylaws);
5. An individual serving as a student teacher or pre-service teacher, regardless of the hours/week that the volunteer serves (See also the Student Teacher and Pre-Service Teacher Enrollment Policy);
6. An individual serving as a One-on-One tutor or mentor, regardless of the hours/week that the volunteer serves;
7. An individual providing volunteer service with students when such service may occur in an unsupervised setting, regardless of the hours/week that the volunteer serves;

8. An individual providing volunteer service for a program where the program's funding agency requires criminal record clearance, regardless of the hours/week that the volunteer serves.

### Level II Volunteers

**A fingerprint criminal background check is not required for Level II Volunteers. A Level II Volunteer is:**

1. A parent providing supervised volunteer service in their child's school or classroom for less than 10 hours/week;
2. Any individual providing volunteer service for less than 5 hours/week at a school where s/he does not have a child enrolled;
3. Any individual providing incidental volunteer service with no ongoing individualized interaction with a student(s) including those who speak at a class/assembly, judge academic competitions, give musical performances, participate in the "Principal for a Day" program, job shadowing event or other one-time event provided where there is direct supervision of the activity/event by regular school employees;
4. A parent accompanying his/her child's class on a one-day field trip or another type of extracurricular activity that does not involve an overnight stay;
5. Any individual providing volunteer service on projects/activities involving no or nominal contact with children (home-based volunteer activities, volunteers serving at Central or Network office).





## APPENDIX D: MATCHING VOLUNTEER SKILLS TO VOLUNTEER OPPORTUNITIES

### Sample Questions to Ask Volunteers:

1. Would you like to work directly with students?
2. Would you like to be a tutor or a classroom assistant, an office worker, motivator/mentor, or to work with exceptional students?
3. Do you have special talents and/or skills that would benefit music, art, drama, physical education, or an extra-curricular program?
4. What grade level would you prefer?
5. How much time can you commit to volunteering?
6. What days or hours do you prefer?
7. Can you make a weekly commitment or are you only available occasionally?
8. What experience do you have that would prepare you for your volunteer job?
9. What is your motivation for volunteering?



## APPENDIX E: IMPORTANT VOLUNTEER GUIDELINES

### ***When Working with Students:***

- VOLUNTEERS MUST MAINTAIN STRICT CONFIDENTIALITY concerning information they see and hear about students and staff, including students' grades, records, and abilities.
- Volunteers DO NOT discipline students. Provide "instruction" to students regarding behavior. Report discipline problems to the teacher.
- Level I Volunteers must always be supervised when working with students. They may not supervise a classroom or give permission for a student to leave a classroom. These are the teachers' responsibilities.
- Volunteers do not diagnose student weaknesses and strengths, prescribe activities for students, or evaluate student progress.
- Volunteers' discussions with teachers should not interrupt class time. Please turn cell phones off.
- Volunteers are not to bring preschool children into the classroom during instruction time. This presents a liability issue and is disruptive to the classroom.
- Volunteers should set a good example for students by their manner, appearance, and behavior. They should be well-groomed, appropriately dressed, and maintain professional conduct/language.
- Volunteers should be in good physical and mental health.
- Volunteers may not give any medication to students.
- Volunteers' comments should not be written on student papers.
- Volunteers should not laugh at or belittle student answers, or efforts.
- Volunteers should contact ONLY school staff members with any concerns regarding students.
- Volunteers are assigned only to staff members who request their services.
- Comparing and criticizing teachers and students is not acceptable volunteer behavior.
- Volunteers may not hold informal parent/teacher conferences or leisure conversations with staff members or other volunteers during volunteer time.
- Volunteers may not conduct personal business at school.
- Volunteer may not take photographs of students, unless permitted by a school administrator for a school project. Never post any student photographs or student information on social networks.
- Volunteers should never touch students in any way that is aggressive, disciplinary, or sexual in nature.
- All volunteers must sign in/out and wear an identifying nametag while on a school grounds.