

**OKLAHOMA COUNTY JUVENILE BUREAU
POLICY AND PROCEDURE MANUAL**

CHAPTER ONE: ADMINISTRATION AND MANAGEMENT
POLICY 1.12: VOLUNTEER PROGRAM

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I. POLICY:

The Oklahoma County Juvenile Bureau (OCJB) secures volunteer citizen involvement for the purpose of enhancing services and program offerings.

The OCJB emphasizes the importance of the practicum student involvement, as it provides opportunities for students to expand their knowledge through observation and participation in basic operations, apply classroom theories and techniques, and develop added skills in an area of interest **(2-7019)**.

The OCJB has designated employees and established procedures for the recruitment, selection, and training of volunteers in order to best facilitate the goals of the volunteer program **(2-7225) (3-JDF-1G-02) (3-JDF-1G-03)**.

II. DEFINITIONS:

- A. **Volunteer:** A person who, of their own free will, provides goods or services to the OCJB for no monetary or material gain. Volunteers are recruited to supplement and enrich, not substitute for, activities and functions of employees.
- B. **Practicum Program:** An experience that allows a student to observe and document how Oklahoma County Juvenile Bureau employees perform their job responsibilities and participate to a limited extent in performing tasks under supervision.
- C. **Program/Volunteer Coordinator:** A staff member designated by both the Court Services Department and Oklahoma County Juvenile Detention Center who is responsible for the recruitment, selection, and training of volunteers in his/her respective department.

III. PROCEDURE:

- A. The OCJB secures volunteer citizen involvement in roles including advisors, interpreters between the program and the public, direct service roles, and cooperative endeavors with youth under supervision **(2-7223)**. Volunteers may perform services in any area of agency operation where needs are identified and the necessary accountability and resources are available.

B. The Program/Volunteer Coordinator shall be responsible for recruitment, selection, orientation, training, and supervision of practicum/volunteers **(2-7224) (2-7225) (3-JDF-1G-02) (3-JDF-1G-03)**.

1. Recruitment:

- a. The OCJB encourages recruitment of volunteers from all cultural and socioeconomic segments of the community **(2-7225) (3-JDF-1G-03)**.
- b. Recruiting efforts may extend to civic organizations, educational facilities and student groups, and private organizations.
- c. Job fairs may be utilized as a tool to reach volunteers.
- d. The Program/Volunteer Coordinator shall act as the liaison between the OCJB and colleges, universities, and other educational institutions **(2-7019)**.

C. Practicum Students and Volunteers **(2-7224)**:

1. The Program/Volunteer Coordinator shall ensure the following actions are conducted during the selection process for practicum students/volunteers:
 - a. Applicants shall be over the age of twenty-one (21), unless otherwise approved by the Director.
 - b. Applicants shall report to the OCJB in person and complete the "Practicum/Volunteer Application," Attachment A, unless otherwise approved by the Program/Volunteer Coordinator.
 - c. The Program/Volunteer Coordinator shall accept and review all applications.
 - d. Upon interest in an applicant, the Program/Volunteer Coordinator shall arrange for a meeting with the applicant.
 - e. At the meeting, the Program/Volunteer Coordinator shall:
 - i. Explain the OCJB's practicum/volunteer program;
 - ii. Explain that the position is an unpaid volunteer position;
 - iii. Provide a brief tour of the OCJB;
 - iv. Answer any questions that the applicant may have;
 - v. Obtain a copy of the candidate's current driver's license or photo identification;
 - vi. Obtain a letter of recommendation from the candidate's college professor for practicum student applicants;
 - vii. Obtain a copy of the candidate's college program requirements for practicum student applicants;
 - viii. Explain to the candidate they will be required to comply with all policies of the OCJB;
 - ix. Provide an explanation of the importance of confidentiality and an overview and copy of Policy 3.21 "Code of Ethics/Employee Conduct" and have the candidate read and sign the "Statement of Understanding of Confidentiality and Code of Ethics," Attachment B, acknowledging his/her understanding and provide them with a copy **(2-7226)**;

- x. Explain the background check process and obtain the candidate's consent to conduct the screening using the "Authorization for Release of Information," Attachment C; and
 - xi. Submit a written request to the Internal Affairs Department for a background check including the "Authorization for Release of Information," Attachment C.
- f. The Program/Volunteer Coordinator shall make a decision about the fit of the applicant following the meeting. If he/she determines that the applicant is a suitable candidate, he/she shall conditionally offer him/her the position and initiate the orientation training process.
 - g. Upon receipt of all necessary documents, a satisfactory background check, and the recommendation of the Internal Affairs Department, the Program/Volunteer Coordinator shall provide written notification of formal acceptance using the "Practicum/Volunteer Letter of Acceptance," Attachment D.
 - i. The letter shall provide the practicum/volunteer with the term of service, which shall be based on academic requirements for practicum students, and a brief definition of the tasks in which the practicum/volunteer will participate in **(2-7224)**.
 - ii. The Program/Volunteer Coordinator shall provide a copy of the acceptance letter to the college professor or department head for practicum students.
2. **Orientation/Training (2-7224) (3-JDF-1G-07):**
- a. Training is designed to improve skills and efficiency, enhance knowledge, and achieve personal growth and development of the practicum/volunteer.
 - b. Practicum/Volunteers shall spend their first business day on assignment with the with the Program/Volunteer Coordinator observing and assisting with his/her daily responsibilities and reviewing policy as it applies to practicum/volunteers.
 - c. With the assistance of the Program/Volunteer Coordinator, the practicum/volunteer shall develop goals and objectives and be allocated specific duties and assignments based on the goals.
 - d. The Program/Volunteer Coordinator shall create a schedule to guide the activities of the practicum/volunteer.
 - e. The Program/Volunteer Coordinator shall ensure that all practicum/volunteers receive specific training needed to perform their duties in a safe and professional manner prior to assignment.
 - f. All practicum/volunteers shall complete the following trainings prior to the conclusion of their program:
 - i. Director's Greeting and Introduction;
 - ii. Full Agency Tour;
 - iii. Goals, Mission, and Vision;

- iv. Overview of Health Insurance Portability and Accountability Act (HIPAA) Policy and Forms;
 - v. American Correctional Association (ACA) Overview;
 - vi. Programs Overview;
 - vii. Internal Affairs Overview;
 - viii. Code of Ethics;
 - ix. Intake Overview; and
 - x. Court Observation.
- g. All practicum/volunteers who are assigned to work in the Oklahoma County Juvenile Detention Center (OCJDC) shall also complete the following orientation training courses **(3-JDF-1D-13) (115.332)**:
- i. Supervision of Juveniles;
 - ii. Suicide Intervention/Prevention;
 - iii. Use of Force;
 - iv. Juvenile Rules and Regulations;
 - v. Safety Procedures;
 - vi. Fire and Emergency Procedures
 - vii. Key Control;
 - viii. Interpersonal Relations;
 - ix. Communication Skills;
 - x. Cultural Awareness;
 - xi. Code of Ethics;
 - xii. First Aid/Cardiopulmonary Resuscitation (CPR);
 - xiii. Sexual Abuse and Assault;
 - xiv. Volunteer Statement of Agreement; and
 - xv. Volunteer Program Agreement of Expectations.
3. Practicum/Volunteers work under the supervision of the Program/Volunteer Coordinator and other designated employees. Practicum/Volunteers assigned to work in the OCJDC shall wear their volunteer badge at all times while on duty **(3-JDF-1G-05)**. Practicum/Volunteer tasks and responsibilities may include, but not be limited to **(2-7224) (3-JDF-1G-02) (3-JDF-1G-06)**:
- a. Observation and assistance with the daily responsibilities of probation officers;
 - b. Observation and assistance with the daily responsibilities of intake officers;
 - c. Observation and assistance in the Oklahoma County Juvenile Detention Center (OCJDC);
 - i. The Court Services Program/Volunteer Coordinator shall arrange dates and times that practicum students can observe in the OCJDC with the Assistant Facility Administrator and the Training Manager.
 - d. Observation and assistance in clerical and administrative areas;
 - e. Assistance with other tasks, as needed.
 - f. Presentation of information to youth in the form of a program or class;

- g. Provision of insight regarding cases using knowledge acquired in his/her studies; and/or
 - h. Attendance of ongoing training whenever feasible.
4. Practicum/volunteers generally do not provide professional services; however, they may do so when they are certified or licensed to perform a service following the submission of proper documentation and approval of the Program/Volunteer Coordinator **(2-7227)**.
 5. The Program/Volunteer Coordinator shall provide each practicum/volunteer with an identification card that identifies them as volunteers for the OCJB.
 6. For practicum student volunteers, the Program/Volunteer Coordinator is responsible for maintaining an ongoing relationship with both the student and his/her educational institution **(2-7019)**. He/she shall:
 - a. Confer with the practicum student periodically about his/her progress, especially as it relates to the goals and objectives the student developed in the training process;
 - b. Recognize that the student is in a learning role as well as a working role and provide the best possible environment for learning;
 - c. Ensure that the practicum program meets the needs of the student's curriculum;
 - d. Maintain communication with the educational institution and provide verbal and written reports regarding the practicum student's progress as needed;
 - e. Address any concerns of the practicum student or educational institution; and
 - f. If a situation warrants special attention in the case of a practicum student, the Program/Volunteer Coordinator shall notify the student and curriculum supervisor immediately; and
 - g. Conduct an evaluation of the practicum/volunteer's performance utilizing the "Practicum/Volunteer Performance Evaluation," Attachment F.
- D. Program Leaders for Youth Programs in Court Services:
1. Selection **(2-7224)**:
 - a. When it is determined that a need for a program exists at the OCJB, the Program/Volunteer Coordinator shall contact approved service providers to request the provision of volunteer program leaders.
 2. Orientation/Training **(2-7224)**:
 - a. All approved program providers for youth on diversion and probation supervision have written service agreements with the OCJB and have attended an orientation session, as authorized by Policy 7.4-1 "Standards for Youth Programs, Referrals, and Service Providers."
 - b. The Program/Volunteer Coordinator shall meet with the interested volunteer to establish criteria, define responsibilities, and schedule the new program **(2-7224)**.

3. Implementation:
 - a. The Program/Volunteer Coordinator shall work with the program leader throughout the term of service by accepting referrals, coordinating officer supervision, and managing other aspects of the program.
 4. The term of service for program leaders may continue so long as their agency maintains a valid service agreement with the OCJB **(2-7224)**.
 5. Program leaders shall perform professional services only after the submission of proper certification/licensing and approval of the Program/Volunteer Coordinator **(2-7227)**.
- E. Advisors **(2-7016) (2-7017) (2-7224)**:
1. The Citizens for Juvenile Justice (CJJ), as authorized by 10A O.S. § 2-4-109, are a group with a minimum of seven (7) volunteers comprised of a licensed attorney in the State of Oklahoma, a professional social worker, a member of the Board of County Commissioners (BOCC), and three (3) other members who are selected by the Administrative District Judge of the Juvenile Division.
 2. The CJJ shall serve for a period of four (4) years and until their successors are appointed.
 3. The CJJ provides counsel and advice to the OCJB and serves as a link between the OCJB and the community.
- F. The Program/Volunteer Coordinator shall conduct an exit interview prior to the end of the practicum/volunteer experience utilizing the "Practicum/Volunteer Exit Interview," Attachment E.
- G. The Program/Volunteer Coordinator shall maintain a master file for each practicum/volunteer. Information regarding the selection process, documentation of orientation/training, performance evaluation, exit interview and any other documents pertinent to the services provided by the practicum/volunteer shall be maintained in the file.
- H. Practicum/volunteers may be given preference when applying for work due to their previous investments in the OCJB. Practicum experience may be considered an acceptable substitution for other job experience and/or formal education in cases where a candidate is otherwise highly qualified **(2-7034)**.
- I. The Program/Volunteer Coordinator has the responsibility and authority to deny any person access whose presence is believed to jeopardize the order, security, or safety of the OCJB.
- J. A practicum/volunteer has no entitlement to the position held and services can be terminated if warranted **(2-7224)**.
1. The following reasons may warrant termination:
 - a. Breach of confidentiality;
 - b. Unlawful conduct or breach of OCJB rules and regulations;
 - c. Physical or emotional illness;
 - d. Lack of cooperation with OCJB employees;

OKLAHOMA COUNTY JUVENILE BUREAU
PRACTICUM/VOLUNTEER APPLICATION
5905 N. Classen Court
Oklahoma City, OK 73118
(405) 713-6400

Name: _____
(Last) (First) (M.I.)

Address: _____
(Street address- Include mailing if different)

(City) (State) (Zip)

Phone: _____ Best Contact Time: _____

Name of the school you are attending, if applicable: _____

Name and phone number of your professor, if applicable: _____

Hours needed: _____

How did you learn of our practicum/volunteer program? _____

What days/times are you available to volunteer? _____

Do you have any physical limitations? If yes, please explain _____

Have you ever been convicted of a felony? Yes No

If you answered yes, please provide date, offense and any sanctions imposed:

In case of emergency, contact:

(Name) (Relationship)

(Phone Number) (Full address)

*I certify that I am the above individual and understand that falsification of any information given on this form could invalidate my participation in the program.

Practicum/Volunteer Printed Name Date

Practicum/Volunteer Signature Date

OKLAHOMA COUNTY JUVENILE BUREAU
STATEMENT OF UNDERSTANDING OF CONFIDENTIALITY AND CODE OF ETHICS

I understand that as a volunteer, I will work without compensation of monetary funds. I agree to maintain an attitude of open-mindedness and willingness to be trained. I agree to assist in developing teamwork with staff and clients and to maintain a professional attitude.

I agree to hold harmless the OCJB for any and all damages/injuries should I sustain any damages/injuries arising out of any activities in the scope of providing my services to the OCJB.

I understand that pursuant to Oklahoma State Statute Title 10A, O.S. § 2-6-105, I am to protect and hold private the records associated with the OCJB youth I provide services to. I understand that violating confidentiality is a violation of the law and can result in personal liability. Furthermore, violation of confidentiality will result in my termination as an OCJB volunteer.

I accept full responsibility for maintaining the confidential and private nature of all records and information to which I will have access to while working or volunteering for Oklahoma County Juvenile Bureau. Furthermore, I understand that my pledge of confidentiality extends beyond the tenure of my volunteerism indefinitely.

I understand that I am to adhere to the same code of ethics and conduct that are required of OCJB employees. My signature below acknowledges that I have received an overview and copy of the above titled OCJB Policy, 3.21, "Code of Ethics/Employee Conduct". I have had an opportunity to ask questions and understand that it is my responsibility to comply with the instructions and directives contained therein, which are applicable to volunteers.

Practicum/Volunteer Name (Print)

Date

Practicum/Volunteer Signature

Date

Witness Signature

Date

OKLAHOMA COUNTY JUVENILE BUREAU
Authorization for Release of Information

Applicant: _____
(Last Name) (First Name) (Middle Name)

Maiden Name, if applicable: _____

Address: _____
(Street) (City) (State) (Zip)

Date of Birth: _____ Sex: _____ Race: _____
(Month/Day/Year)

Social Security #: _____

Driver's License #: _____ Issuing State: _____

This authorization is in compliance with the Privacy Act of 1974 (Public Law 93-579). The information you authorize to be released will be used to verify information provided in your application and is necessary for a specific position. If any information you have provided is determined to be false after acceptance, your program will be terminated immediately. Information determined to be false prior to acceptance will result in your not being placed with the program.

The information obtained as a result of our signature on this authorization will be furnished to the designated officers and employees of Oklahoma County to verify information necessary to process your application.

This authorization for Release of Information constitutes my consent and authority to examine and/or obtain copies and abstracts of records and to receive statements and information regarding my background. I hereby authorize the release of the following data, records, and information to Oklahoma County:

Military, Education, Police & Criminal, and Employment.

Military, education, police & criminal, and employment information must be verified on every person working or volunteering in the juvenile system.

Signature of Applicant Date

Honorable Lisa Tipping Davis
District Judge
Juvenile Division



James L. Saffle
Director

OKLAHOMA COUNTY JUVENILE BUREAU
"Providing Opportunities for Success"

DATE

Dear Mr. /Ms. NAME:

I would like to thank you for your interest in becoming a practicum student and/or volunteer with the Oklahoma County Juvenile Bureau Court Services Department. We sincerely look forward to working with you and expect that this will be a positive collaborative relationship.

Your practicum/volunteer assignment with Oklahoma County Juvenile Bureau may consist of a variety of experiences to include but not be limited to:

- Case assignments
- Case management
- Program referrals
- Court hearings
- Assisting with preparation of court reports
- Observation of courtroom testimony
- Conflict resolution
- Field and office visits
- Intake procedures
- Detention admissions
- Observation of detention management
- Conducting programmatic assignments in detention
- Interacting with members of the public and the courts

We trust that we will provide an informative and useful experience. We look forward to providing you with this valuable opportunity and to the many contributions you will make to the organization and its mission during your term. You will be provided orientation training, hands on instruction and observation opportunities throughout your term as a volunteer.

Sincerely,

Program/Volunteer Coordinator

Practicum program/internship approved for _____ hours.

**OKLAHOMA COUNTY JUVENILE BUREAU
PRACTICUM/VOLUNTEER EXIT INTERVIEW**

Instructions to interviewer: Please ensure the practicum/volunteer is made aware of the following at the beginning of the interview:

- Practicum/Volunteer's opinions are important and the information collected is designed to help improve the OCJB Practicum/Volunteer program.
- Practicum/Volunteers are encouraged to discuss any issues they think are important to the organization beyond the questions asked.
- Practicum/Volunteers' responses are confidential, and will only be reported in a formal combined with other responses without reference to the practicum/volunteers' names.

Practicum/Volunteer Information

Name:	Primary Assignment:
Date service began:	Date service ended:

1. What did you like most about your assignment?	
2. What did you like least about your assignment?	
3. Did you feel that the orientation and hands-on training you received prepared you for your assignment? If not, why?	
4. Did you feel you received adequate supervision and feedback? If no, how could it have been better?	
5. Did you feel your contributions were recognized and appreciated by the agency? If not, how could they have been?	
6. Was the work environment what you expected for a correctional agency? If not, why?	
7. Is there anything else you would like to mention or suggest for the agency to improve its workplace?	
Signature of Practicum/Volunteer:	Date:
Signature of Interviewer:	Date:

OKLAHOMA COUNTY JUVENILE BUREAU
PRACTICUM/VOLUNTEER PERFORMANCE EVALUATION
 5905 N. Classen Court, Oklahoma City, OK 73118
 (405) 713-6400

Practicum/Volunteer Information:

Name:	Primary Assignment:
Date service began:	Date service ended:

Work related task, activity, and/or behavior	Unsatisfactory	Satisfactory	Exceeded Expectations
Teamwork			
Problem-Solving			
Dependable, observed hours scheduled			
Eager to learn			
Interpersonal skills			
Dealing with the public			
Dealing with the youth			
Dressed appropriately for the workplace			
Productive work habits			

 Program/Volunteer Coordinator Signature Date

Other areas pertaining to their performance that should be mentioned are:

The services of this practicum/volunteer were unsuccessfully terminated: Yes No

I would recommend this practicum/volunteer to be hired: Yes No