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ASHEVILLE
Parks & Recreation

Volunteer Manual

INTRODUCTION

People of all ages can be part of meaningful volunteer opportunities with Asheville Parks and recreation to give time, energy and goodwill to the citizens of Asheville. Over 2,000 volunteers generously give their time annually to support a wide variety of activities, special events and parks.

The Superintendent of Administration oversees the overall volunteer program with assistance from key staff who manage volunteers in specific program areas of community centers, athletics, festivals and cultural art, and parks.

VOLUNTEER OPPORTUNITIES

Volunteer opportunities include but are not limited to the positions listed below.

Cultural Arts and Festivals

Bele Chere
First Night Asheville
Asheville Film Festival
Cultural Renaissance Program
Downtown Countdown

Athletics

Youth Flag Football Coach
Youth Baseball/Softball Coach
Youth Basketball Coach
Youth In-Line Hockey Coach
Youth Tennis Instructor
Youth Track and Field Coach
Volleyball Tournament Gym Manager
Outdoor Recreation Program Assistants
Food Lion SkatePark Events Assistants
Aston Tennis Center Programs/Events Assistants

Community Centers

After School and Summer Program Instructors
Kid's Voting Assistant
Activity Instructor
Advisory Board Members
Therapeutic Recreation Program Assistants

Administration

Board and Commission Members
Advisory and Task Teams
Fundraising Assistants
Marketing/Promotion Assistant

Senior Programs

Senior Games Assistant
Senior Center Receptionist
Activity Instructor

Other

Golf Course Events Assistants
Nature Center Events Assistants
Asheville Tourists Events Assistants
Aston Tennis Center Events Assistants

RECRUITMENT

A variety of methods and resources are used to recruit volunteers including but not limited to the items listed below. The recruitment plan will be tailored for each volunteer opportunity.

APRD website	United Way Volunteer Center
Press release	WLOS Channel 13 website
Media special interest story	XX other websites listings
Directory of Services	Local universities and colleges
Public access Channel 11	Employer volunteer programs
Retired Senior Volunteer Program	Volunteer database search
NC Center for Creative Retirement	Flyers/posters to target market sources
Community center newsletter/brochure	Neighborhood newsletters
High school service clubs	Churches
Civic clubs and organizations	Target markets
Friends of the Nature Center	Asheville Parks and Greenways Foundation

REGISTRATION

APRD offers two types of general volunteer opportunities – individuals who perform one or more of the volunteer positions listed above, and for groups or clubs who operate programs such as dancing. All volunteers will complete a registration form prior to starting work. The individual volunteer will complete the Volunteer Application and Agreement, groups operating facilities for a specific program will complete Volunteer Application and Agreement for Site Facilitators. The volunteer registration forms are located at [g/parks/common/volunteer forms](#).

The Cultural Arts Division operates a volunteer program designed specifically for the volunteer needs for festivals and special events. Refer to the Event Specialist in the Cultural Art Division for more information.

ORIENTATION AND TRAINING

Orientation

Each new volunteer will receive a basic orientation and overview of APRD listed below.

APRD structure and organization

APRD mission, vision and values; general objectives and philosophy

A job description, supervisor assignment and information

City of Asheville volunteer insurance and liability coverage

Training

The assigned supervisor is responsible to provide the volunteer with information regarding job assignment, volunteer's obligation and information such as assigned workspace, location of supplies, restrooms, use of telephone, etc.

INSURANCE AND LIABILITY

Volunteers are covered by the City of Asheville while performing volunteer duties. Volunteers must be at least 16 years old or accompanied by an adult.

A background check will be completed on all volunteers who are assigned to work with youth activities.

SUPERVISION

The assigned supervisor is responsible for all aspects of the volunteer assignment, scheduling, monitoring of hours worked. Supervisors should make the volunteer feel welcome and a necessary part of the team. The best strategy is to treat a volunteer as much like paid staff as possible.

TRACKING AND MONITORING

Volunteers are monitored with Volunteer Works, database software designed for volunteer program operations. Key staff are responsible for entering and updating the database. Supervisors track each volunteer at the specific job site and enter hours worked monthly.

RECOGNITION AND APPRECIATION

APRD formally recognizes and thanks volunteers for their service once a year at the Volunteer Recognition Banquet. Through a staff nomination process, Program Volunteer of the Year and the Bill Fulp Community Service Award is awarded each year at the banquet. All volunteers receive a thank you gift.

As more resources become available, other forms of recognition will be implemented such as a quarterly volunteer highlight on the APRD website, periodic postings on public access Channel 11, and media stories on specific volunteers contributions.