



OFFICE OF THE COUNTY SHERIFF
Montgomery County, Maryland
Raymond M. Kight, Sheriff



GENERAL ORDERS/PERSONNEL PROCEDURES

<u>Subject:</u>	<u>Number:</u>	<u>Effective Date:</u>
Citizen Volunteer/Student Intern Program	2.26	03/09/05

Purpose: This written directive establishes program responsibility, eligibility and operational procedures for the Citizen Volunteer and Law Enforcement Student Intern Programs.

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- II. Program Goals
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I. Definitions

- A. Volunteer - A civilian affiliated with this agency in a part-time, unsalaried, non-sworn capacity because of *their* interest in contributing to and supporting this Office.
- B. Intern - A student attending a college or university, usually majoring in criminal justice or a related field who performs volunteer service in order to gain career related experience and/or earn course credits. The role of the Intern is one of a "participant-observer", inasmuch as they are here to learn, as well as to add to the staff complement.

II. Program Goals

- A. The Citizen Volunteer and Law Enforcement Student Intern Program provide supplementary personnel resources to the Office. By assisting in the performance of technical and administrative non-enforcement tasks, volunteers/interns enable sworn and civilian employees to devote more time and energy to higher priority assignments. **(16.4.1.a, 16.4.1.b)**
- B. The Law Enforcement Student Intern Program provides student volunteers the opportunity to become familiar with the operation of the Sheriff's Office and fosters interest in law enforcement careers. In addition, the Sheriff's Office can observe potential Deputy Sheriff Candidate applicants in a work related atmosphere. The focus of the program shall be to offer the intern a variety of exposures within the Sheriff's Office.

III. Program Responsibility

- A. The responsibility for the coordination of these programs is assigned to the Assistant Sheriff who will be the Program Director. Specific responsibilities include coordination with local colleges and universities, recruitment, screening, and placement of volunteer/intern applicants; coordination of orientation, training; and program evaluation.

IV. Requests for Volunteers/Interns

- A. All requests for volunteer/intern support will be submitted and processed by the Program Director.
- B. Requests for volunteer/intern support must be made by memorandum from the section supervisor. The memorandum must included the following:
 - (1) Purpose of the position;
 - (2) Job description;
 - (3) Qualifications needed;
 - (4) Training required;
 - (5) Skills *and* benefits *the* volunteer/intern will acquire; and
 - (6) Scheduling *details*.
- C. A job description will be generated based on the information outlined in the request. The volunteer/intern will be provided a copy of the job description to clarify the expectations of the position.

V. **Application Process**

- A. All prospective volunteers/interns are required to submit to a standard intake process which includes the following:
- (1) Sheriff's Office Volunteer Application Form (MCSO136).
 - (2) Pre-screening interview with Program Director.
 - (3) Background Check *to include but is not limited to*:
 - (a) Criminal History
 - (b) Driving Record
 - (4) Reference Check.
- B. Arrangements for the appropriate course credits must be handled by the intern and *their* academic advisor or professor. Evaluations of performance and letters of reference are provided by the section supervisor or Program Director upon request. Evaluations will be based upon a mutually accepted work plan, approved by the intern's academic advisor prior to the start of the internship.
- C. Volunteers/interns are selected based on the successful outcome of the intake process and the availability of suitable positions. Not all volunteers/interns are suitable for work in the Sheriff's Office and may be so informed at any point in the intake process by the Program Director.

VI. **Orientation and Training**

- A. The first day on the job, the Program Director *must* provide the volunteer/intern with a copy of this directive, time sheets and a name badge to be worn when working. The volunteer/intern will be required to sign the following:
- (1) Volunteer Work Agreement (MCSO137).
 - (2) Confidentiality Agreement (MCSO138).
 - (3) General Volunteer Registration Form, supplied by the Division of Risk Management, which provides Workers Compensation and Liability Coverage for all volunteers.
- B. The section supervisor to whom the volunteer/intern is assigned *must* provide the volunteer/intern with a tour of the office, introduce *them* to office staff, and brief *them* on the operation of the section.
- C. On-the-job training is sufficient for most positions, however, specialized training *must* be provided as needed to instruct in clerical skills, computer applications and other topics. Requests for specialized training shall be directed to the Program Director. (16.4.2)

- D. Volunteers are on board to help, not to make more work for paid staff. However, investing the time in adequate training is essential to reap maximum benefits from the volunteer's work and assure *their* job satisfaction.
- E. Volunteers/interns shall be attired in civilian business attire which the section supervisor has deemed appropriate for the particular assignment or shift. **(16.4.3)**.
- F. Every intern will participate in the Ride-Along Program for at least one (1) shift.

VII. Description of Duties (16.4.1.b)

Duties of volunteers/interns will include, but *are* not be limited to the following:

- A. Front office receptionist who will greet visitors and screen phone calls.
- B. File clerk who will assist sections with filing and shredding.
- C. Stuffing envelopes.
- D. Copying.

VIII. Limits of Authority

- A. The duties and responsibilities of the volunteer/intern must be clearly addressed at the onset to avoid confusion or misunderstandings about the expectations of the work assignment. The volunteer/intern can be held accountable only for that which *they have* been trained to do. A well defined job description is crucial.
- B. Volunteers/interns will not be assigned duties requiring sworn status. **(16.4.1.a)**

IX. Supervision

- A. Volunteers/interns are part of the Sheriff's Office staff and, as such, should be treated with courtesy, respect, and fairness. Volunteers/interns take their work seriously and want to be held accountable for the commitment they have made to this Office.
- B. The supervisor of the volunteer/intern must be available for guidance and questions. Direction and support must be clear and consistent if the volunteer/intern is to do a good job.
- C. Volunteers/interns are expected to report when scheduled and maintain a record of hours served. If a volunteer/intern does not report for duty and neglects to inform the supervisor, *they are* in violation of the work agreement. The Program Director *must* be notified so that appropriate and timely action may be taken.

- D. Conflicts or concerns that arise on the part of the volunteer/intern, the supervisor, or co-workers shall be directed to the Program Director for resolution.

X. Evaluations/Dismissal from Program

- A. To assess the volunteer/intern's job satisfaction and the success of *their* placement, regular evaluations will be conducted. Section supervisors *must* provide monthly evaluations of volunteer/interns. Such evaluations *must* be by memorandum to the Program Director.
- B. If there is dissatisfaction, the assignment may be terminated and the volunteer/intern either dismissed or re-assigned, as deemed appropriate by the Program Director. These situations must be brought to the Program Director's attention immediately before serious problems arise.

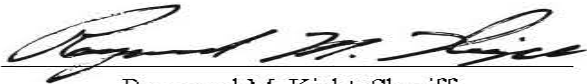
XI. CALEA Standards

16.4.1.a, 16.4.1.b, 16.4.2, 16.4.3

XII. Cancellation

This directive cancels and replaces General Orders/Personnel Procedures 2.26, effective 05/01/95. *Shred replaced directive.*

AUTHORITY:



Raymond M. Kight, Sheriff

3/9/05