

## Chapter 1 VOLUNTEER PROGRAM

### **Volunteer Program**

The Volunteer Program is part of the San Police VOLT Unit. The Volunteer Program was implemented in the fall of 1996, as a complement to the San Jose Police Department's Community Policing Strategy.

The program has become a vital arm of the department, working closely with the community to foster relationships and trust with the community.

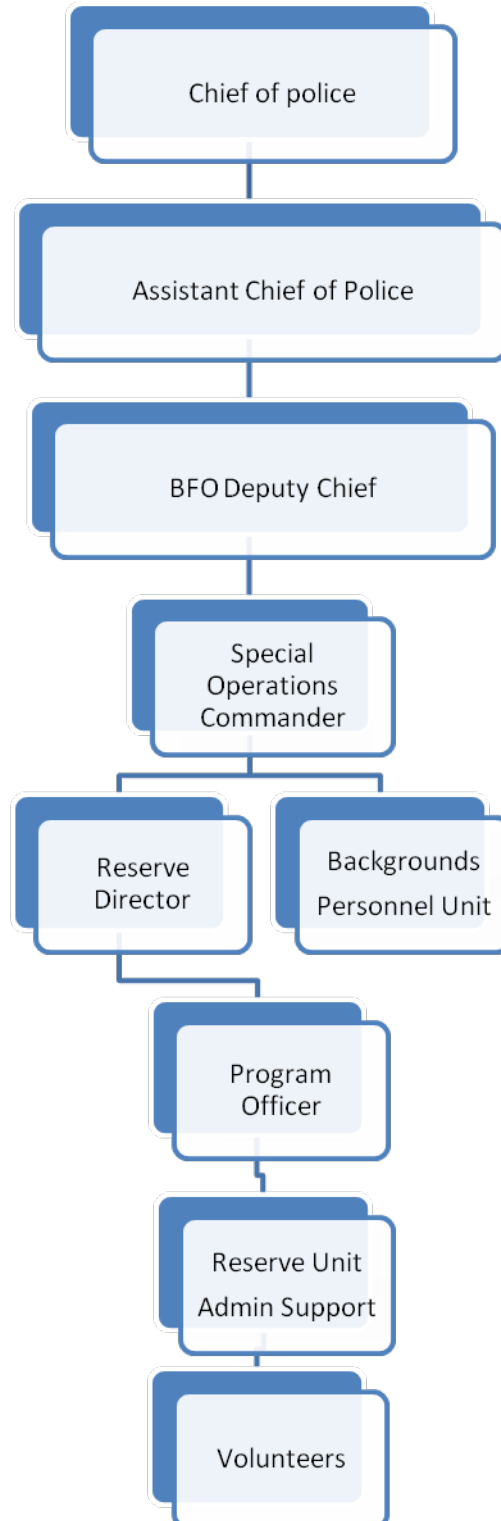
The Volunteer Program provides opportunity for the public to provide input and have an understanding of the San Jose Police Department. It is highly valued for its contribution in bringing the department and community together.

VOLT is responsible for the recruitment, application processing and placement of volunteers within the department. The VOLT program consists of the program manager and program director of the VOLT Unit.

### **VOLT Program Organization**

VOLT consists of a team of dedicated, paid staff led by a Sergeant who reports to the Lieutenant of Special Operations. All phases of the *Volunteer Program* have clear lines of command and supervision as shown in the following chart:

## Chapter 1 VOLUNTEER PROGRAM



## Chapter 2 Police Mission and Values

### **San Jose Police Department Vision Statement**

The San Jose Police Department is a dynamic, progressive and professional organization dedicated to maintaining community partnerships which promote a high quality of life for the city's diverse population. The department is committed to treating all people with dignity, fairness and respect, protecting their rights and providing equal protection under the law.

## Chapter 2 Police Mission and Values

### ***San Jose Police Department Mission***

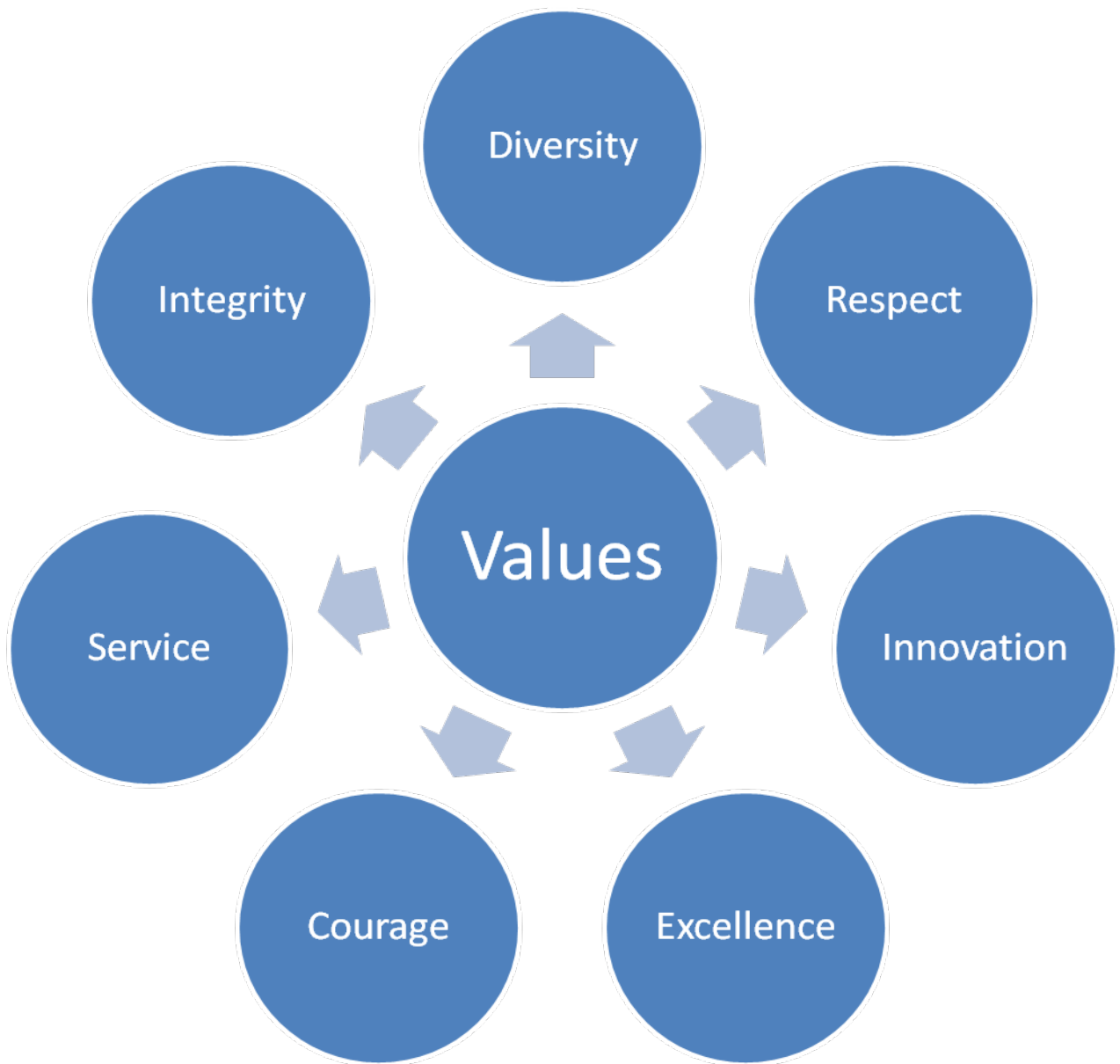
- Promote safety
- Prevent and suppress crime
- Provide emergency and non-emergency services
- Create and maintain strong community partnerships
- Adapt a multi-disciplinary approach to solving community problems
- Develop and promote a diverse professional work force

## Chapter 2 Police Mission and Values

### *San Jose Police Department Values*

- **Diversity:** San Jose Police Department encompasses various ideologies, philosophies and beliefs.
- **Respect:** As a volunteer, you are expected to treat all individuals with dignity, courtesy, civility and kindness.
- **Innovation:** We welcome new and exciting ideas that you may have for increasing volunteerism or ideas that may bring about productive change.
- **Courage:** San Jose Police Department values courage; a virtue of having the tenacity, perseverance and determination balanced with patience, calmness and an easygoing temperament.
- **Excellence:** San Jose Police Department looks for the quality of distinction and merit in our volunteers.
- **Service:** We appreciate commitment to an undertaking of significant long-term objectives in our volunteers.
- **Integrity:** We expect honesty, honor, and a high degree of morality from our volunteers.

## Chapter 2 Police Mission and Values



## Chapter 3 Volunteer Program

### What is a Volunteer?

A volunteer is a non-paid Department member. They work side by side with Department personnel in a variety of assignments. They must pass a background investigation, and participate in a volunteer training academy. Volunteers are required to volunteer at least 16 hours of service per month, or complete a specified project each month. *It is a volunteer's responsibility to record their own respective hours via the dept online timesheet system.*

The San Jose Police Department provides several volunteer opportunities. Units, such as the Police Photo Lab, Recruiting, Permits, and police department tours have achieved outstanding results with volunteers.

As a volunteer you may participate in any VOLT sponsored training, including the VOLT academy. Volunteers are encouraged to participate in the ride-along program to better understand how the police department functions as an organization.

The volunteer program is a longer term commitment and should be viewed as such by anyone wishing to apply. Volunteers have been known to stay in the program for many years.

### Advantages of Volunteering

Volunteering with the San Jose Police Department is a great way to give back to your community and be part of something meaningful. Volunteers develop many personal and professional contacts. Volunteers gain a better understanding of the issues and opportunities in their community.

## Chapter 3 Volunteer Program

### Reasons to be a Volunteer

To share a skill

To explore a career

To have fun

To gain leadership skills

To be part of a team

To have an impact

To learn something new

To gain experience in a field

To be challenged

To acquire training



## Chapter 4 Volunteer Requirements

### **Minimum Qualifications**

18 years or older; volunteer applicants must be willing to submit to a background investigation, sign a written agreement of commitment, and volunteer at least 16 hours monthly.

All applicants are carefully interviewed, and their backgrounds thoroughly examined before they are considered for the program.

### **Volunteer requirements**

- 18 years old, or older
- Provide a Driver's license or State issued I.D. Card AND one of the following to verify your identity: 1) Birth Certificate, or 2) Resident Alien Card, or 3) Passport, or 4) Naturalization Papers
- Successfully pass an extensive Background Investigation and Fingerprint Check
- Volunteer according to a set schedule
- Have no pattern of hazardous traffic violations
- Have no felony conviction(s)

## Chapter 4 Volunteer Requirements

### ***Preferred Qualities and Characteristics***

Volunteers bring their own set of characteristics and skill sets. We value the following attributes in our volunteers:

- Maturity and reliability
- Commitment
- Willingness to learn and grow
- Enthusiasm
- Positive attitude
- Flexibility
- Sense of humor
- Motivated
- Thinks independently, and can work well in a team environment

## Chapter 7 Volunteer Responsibilities

### **Steps in the Selection Process**

To become a San Jose Police Department Volunteer, the first step is to visit our website, [www.sjpd.org](http://www.sjpd.org) and click on the volunteer tab, or call the VOLT office at 408-277-8658 and request an application

The selection process is rigorous and takes from 10 to 14 weeks. After you have submitted the application you will be asked to come in for a personal interview. We perform a background investigation and fingerprint check on candidates who have passed the interview. The VOLT program manager then schedules your training. The successful completion of which authorizes you to work on specific duties assigned by the supervisor or program manager.

**Initial Interview:** The initial interview and application process are the most critical because they are the initial steps to either acceptance or rejection on the part of both the agency and the volunteer applicant.

You will be interviewed by the program manager, or unit supervisor. During the initial interview, the interviewer will discuss your reason and motivation for volunteering, your area of interest and the hours you can devote to the program.

**Personal History Statement (PHS):** If you successfully complete the interview, you will be provided a Personal History Statement (PHS) which, when completed and submitted, begins the background check.

**Fingerprints:** Upon approval and return of the PHS, all prospective candidates are fingerprinted. A fingerprint appointment will be scheduled at the Santa Clara County Sheriff's Department Live Scan Unit.

## Chapter 7 Volunteer Responsibilities

Background Investigation: The VOLT program manager coordinates the background investigation for the volunteer applicant. The extent of the investigation will be based on the sensitivity of the assignment. The investigation includes Records check, Criminal History, Warrants, and a Department of Motor Vehicles check.

Volunteer acceptance: When you have successfully passed the background investigation phase, you will be notified by the VOLT program manager or unit supervisor where you will be assigned. You will complete additional paperwork and sign an acceptance offer for the volunteer program.

Training and Orientation: After you have signed the Volunteer Acceptance Form, you will attend the training and orientation seminar conducted by the VOLT program manager or supervisor, which includes:

- Reviewing the rules of the Volunteer Program
- Signing of the Volunteer Contract by the VOLT Program Manager
- Completing the Volunteer Acceptance Form with the Unit Commander's signature
- Discussing the roles of the Program Manager and Supervisor
- Touring the Department you will work in
- Reviewing department policies and procedures

You will be placed into the Department's Unit and begin your specific training with the Unit's Supervisor.

## Chapter 7 Volunteer Responsibilities

### **Volunteer Academy Training**

The San Jose Police Department operates a very comprehensive and efficient academy for training its volunteer team members.

As a volunteer you will learn department policies and procedures, with an emphasis on confidentiality and safety. In preparation for service, you will be provided basic academic training on the organization and functions of the San Jose Police Department. Assignment-specific training will generally be on-the-job and provided by your immediate supervisor. The training will be focused on the unique tasks of the specific assignment. The supervisor will remain with you until you are competent to perform the job alone.

#### **The one day in-house training course consisting of:**

- Introduction to the program
- Organization & Functions of the San Jose Police Department
  - Bureau of Field Operations Patrol, Traffic, Special Operations, Crime Prevention Units
  - Bureau of Administration, Personnel and Training Units
  - Bureau of Investigations, investigative procedures
  - Bureau of Technical Services, Records and Dispatch functions
- Volunteer Code of Ethics Professional Standards and Conduct Unit
- Rules and Regulations for Volunteers
- Police Officer/ Volunteer Relations
- Information Security
- Media and Public Relations
- Safety and Liability Issues

## Chapter 7 Volunteer Responsibilities

- Internal Communications
- Assignments
- Tour of San Jose Police Department
- Ride-Along Program

### **Saturday Speakers Module**

Occasionally, you will need additional training in different facets of police work as it pertains to your current assignment. Consequently, San Jose Police Department schedules advanced training modules for the volunteers. Each training module is generally four hours long and is offered as time allows, usually on Saturdays. Following is a list of different areas being covered in the Saturday Speaker Modules:

- California Criminal and Civil Law
- Elderly Abuse and Fraud Scams
- Good Witness Characteristics
- Crime Report Writing
- Court Room Testimony
- Fingerprinting Technology
- First Aid and CPR
- Patrol/ Specialized Ride-Along
- Business and Professions Code Alcoholic Beverage Control Act
- Education Code School Safety Matters
- Health & Safety Code Controlled Substances
- Police Radio procedures and laws
- Surveillance Operations and practical exercises
- San Jose Drive Safety Course, Safe Operation of Vehicles

## Chapter 7 Volunteer Responsibilities

### **Volunteer Responsibilities**

The Volunteer program has certain expectations from its volunteers. As a volunteer you may have some job responsibilities that are specific to the job that you are assigned to and some general responsibilities. Following are some such requirements which will assist in smooth functioning of the program.

Volunteers will be responsible for notifying their program manager or work supervisor when they will be taking an extended leave of absence.

#### **Record monthly hours and activity:**

Volunteers will record their own hours volunteered each month utilizing the online time sheet tracking system. Time sheets will be due the 7<sup>th</sup> of each month for the previous month. Volunteers will log on with their user name and password and follow the instructions attached.

Volunteers will call the program manager or work supervisor when they will be absent from a scheduled work day.

#### **Encourage others to volunteer:**

The Volunteer program relies on its volunteers to recruit more volunteers. Recruitment is an ongoing process, accomplished by everyone involved in the program. The most effective recruitment is done by satisfied volunteers. Volunteers are encouraged to share their excitement with others who may qualify for the program.

## Chapter 7 Volunteer Responsibilities

### **Identification Card:**

Volunteers are required to wear their identification card when they are at all police department facilities. Positions would include the Police Administration Building (PAB), T.A.B.S. centers, or any other police facility. Volunteers will be given instructions by the program manager on how and where to obtain the I.D. card.

When entering a police facility, volunteers will attach the I.D. card where it is clearly visible on their clothing. When leaving a police facility, Volunteers will remove the I.D. card and place it in a secure location.

Volunteers are NOT to show or wear their volunteer I.D. card while away from a police facility. Any abuse of this policy can result in the immediate termination of the Volunteer assignment and removal from the program.

### **Remember being a Volunteer is a privilege:**

Always remember being a volunteer is a privilege and not a right. Volunteers are expected to complete their agreement with the police department. Although volunteers give their time without pay, volunteers must observe the department's policies and procedures and respect the decorum of the police department at all times.