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**Family Success Center Volunteer Supervisor Checklist**

**Items for all volunteer supervisors to discuss with new volunteers:**

* Program overview including:
  + Mission and goals
  + Services provided
    - Special needs of the service population
    - CFS website/community resources
* Program routines and schedule including:
  + Holidays and other days volunteers are not expected to serve
* Physical layout of the site including:
  + Where and how to enter and exit the site
  + Where to park/sign in
  + Restrooms
* Safety and emergency procedures specific to the program and its site
* Introductions with relevant program/site staff including:
  + Staff members’ roles in the program and necessary contact information (SharePoint search tool)
  + Program structure and lines of communication relevant to the volunteer’s assignment
* Volunteer’s position description
  + - Volunteer’s role within the program
    - Expectations of the position
* Family Success Center guidelines including:
  + Confidentiality
  + Photo/Social media policies
    - Dress code
    - Customer Service Guidelines
    - Sign-in protocol
* Recognizing signs of child abuse and neglect
* Proper protocol for reporting child abuse and neglect