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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