

# Volunteer Manual

Immunize Nevada  
[info@immunizenevada.org](mailto:info@immunizenevada.org)



*"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed it is the only thing that ever has"*

-Margaret Mead





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## i. INTRODUCTION

Immunize Nevada strives to recognize volunteers who are devoted to protecting the public health of Nevada through vaccines. With the Volunteer Manual, Immunize Nevada's primary focus is to provide volunteers who are dedicated to promoting health through public outreach with the best volunteering experience possible. The primary purpose of the Immunize Nevada Volunteer Manual is to further explain the subsequent volunteer processes: definitions of volunteers, liability regulations, recognition and awards, policies and procedures, conduct guidelines and recruitment resources. Immunize Nevada appreciates those who have helped and continue to make Nevada the healthiest it can be!

## ii. MISSION

Immunize Nevada is widely recognized as Nevada's trusted resource for immunizations and community health for all ages by fostering education and statewide collaboration.

### I. Volunteer Guidelines

#### i. Overall Policy on Utilization of Volunteers

Without community support and active volunteerism, Immunize Nevada would not be as successful as it is today. As a volunteer driven organization, Immunize Nevada accepts and encourages volunteer involvement at all levels of the organization. All volunteers and staff are encouraged to assist in the creation of productive, meaningful roles in which volunteers might serve, as well as encourage the recruitment of future community volunteers.

ii. **Definition of a Volunteer** Immunize Nevada has specific volunteer position descriptions prior to interviewing volunteers. Unless specifically stated, a "volunteer" is an individual who performs their specified job description willingly under the direction of Immunize Nevada without expecting compensation. Although Immunize Nevada does not recognize volunteers as employees, they understand and enforce the need to respect them as such. As a direct result of this, organizational rules and expectations apply to volunteers while volunteering with Immunize Nevada.

#### iii. Volunteer Involvement within Immunize Nevada

Immunize Nevada is driven by volunteers who are committed to creating healthy communities across Nevada protected from vaccine-preventable diseases. Due to their level of involvement within the organization, Immunize Nevada volunteers maintain the same accountability as its staff. The Immunize Nevada staff and volunteers come together to create six teams (see volunteer position descriptions for full details of responsibilities/duties of each team):

- **Team Launch:** Team Launch is the introduction group of the volunteer program. All volunteer interests and one-time volunteers are added to this group before proceeding



to one of the three-tiered volunteer groups. Tasks may include (but no limited to) organizing and preparing appropriate outreach materials for community events or partners, or educating and empowering the public at outreach events about the importance of vaccines.

- **Team Outreach:** Be a Project Specialist, a Community Empowerment Specialist, or a Community Engagement Specialist. Project Specialist responsibilities might include organizing and preparing appropriate outreach materials for events, and inventory and delivery of outreach materials. A Community Empowerment Specialist might set up the outreach table, educate and empower the public, and provide appropriate resources. A Community Engagement Specialist might engage with the public at outreach events by asking age-appropriate questions about vaccines or by being our giant germ mascot, Infecto!
- **Team Prevention:** Be a Clinic Navigator or Health Information Advocate. A Clinic Navigator might check the patient's paperwork at vaccine clinics, guide patients to appropriate areas for insurance and vaccine records, and provide necessary resources to patients. A Health Information Advocate might check the immunization status of a patient and assist patients with their vaccine records.
- **Team Leadership:** Members of this team have a high level of responsibility, are ongoing committed members of Immunize Nevada's volunteer team, and make a great impact in our community! Team Leadership members may choose to volunteer with responsibilities as described in Team Outreach and Team Prevention, as well as fulfill responsibilities for the Community Immunization Learning Series (CILS).
- **Team Collaborate:** This team consists of any organization/company/etc. that would like to be involved in volunteering as a group at Immunize Nevada. All group volunteer interests will be added to this team. Members will volunteer at a minimum of 1 volunteer events, 1 outreach event, or complete 1 volunteer task.

#### iv. Minors Volunteering with Immunize Nevada

Immunize Nevada welcomes and encourages the involvement of youth within our organization. Individuals who are under the age of 18 must have the volunteer position description signed by their legal guardian. If the applicant is participating in a volunteer referral program, such as a student community service program or a student intern project, a special agreement must be intact with the program management. If the volunteer is under the age of 18 and are not with a volunteer referral program, Immunize Nevada will place them in the LEAd (Leadership, Education, Advocacy) Young Adult Volunteer team.

- **LEAd Young Adult Volunteer Team:** Tasks may include (but not limited to) organizing and preparing appropriate outreach materials for community events or partners, educating and empowering the public at outreach events about the importance of vaccines, completing office tasks, or other jobs as assigned by Immunize Nevada staff.



## **II. Volunteer Policies & Engagement Guidelines**

### **i. Volunteer Policy**

Unless specifically stated, these policies apply to all volunteers within Immunize Nevada. This includes any volunteers who partake in projects undertaken by, or on behalf of, the program.

### **ii. Purpose of Volunteer Policies**

The purpose of these policies and engagement guidelines is to provide overall guidance and direction to both Immunize Nevada staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a personnel agreement. The Volunteer Policies are intended to provide direction for both volunteers and Immunize Nevada staff on how to work effectively with one another. The program reserves the right at any time to change the policy. The Executive Director or a designated representative of Immunize Nevada is the only person with the ability to grant changes to or make exceptions from these policies.

### **iii. Becoming a Volunteer with Immunize Nevada**

Volunteer applications are available online under the homepage of Immunize Nevada's website, [www.immunizenevada.org](http://www.immunizenevada.org), or can be requested via email at [info@immunizenevada.org](mailto:info@immunizenevada.org). Once accepted as a volunteer, the individual will receive an email with a general volunteer orientation video, a PBS video of an introduction to vaccinations, an introduction to the volunteer communication platform Glip, and instructions specific to their team and/or area of interest. In lieu of a formal, in-person volunteer orientation, volunteers may watch the volunteer orientation video; however, formal orientations with the Volunteer Coordinator are available upon request of the volunteer. Volunteers are the most important personnel to Immunize Nevada and as such, are extended the right to meaningful duties, fair treatment, and full participation. In exchange, Immunize Nevada expects volunteers to perform their assigned duties to the best of their ability and remain loyal to the mission, goals, and procedures of Immunize Nevada.

### **iv. Role of Volunteer Management within Immunize Nevada**

The productive utilization of volunteers requires a planned and organized effort, which is done by the Volunteer Coordinator. The Executive Director oversees the Volunteer Coordinator and ensures they are working efficiently and properly. The Volunteer Coordinator is responsible for maintaining a cohesive, functional environment for both assisting staff and volunteers. The Volunteer Coordinator is also responsible for: promoting Immunize Nevada volunteer program, recruiting volunteers, evaluating and recognizing the contribution of volunteers to the program.

### **v. Access to Program Property and Materials**

As deemed appropriate, volunteers will have access to program property, materials, and as needed, trainings essential to fulfill their duties. Volunteers may utilize Immunize Nevada property



and materials only when directly required for program purposes.

**vi. Dress Code**

As representatives of the program, staff and volunteers are responsible for presenting a good, quality image to the community. Volunteers are expected to dress appropriately for the conditions and performance of their duties. Immunize Nevada provides T-shirts to be worn by volunteers. Appropriate attire to wear at a volunteer event (unless stated otherwise) will be Immunize Nevada Volunteer shirt, pants, and closed toed shoes. On occasion, volunteers may be asked to dress professionally or semi-professionally, which will be discussed before the event.

**vii. Recording Volunteer Hours**

Individual volunteers are responsible for the accurate completion of volunteer time form available through the Google forms. Staff members may also complete volunteer time forms, if deemed appropriate.

**Viii. Absenteeism/Substitutions**

The Volunteer must notify the Volunteer Coordinator if they are unable to complete the assigned task or will be absent from an activity. If necessary, Volunteers must find a substitute who is qualified for the position and must seek approval from Immunize Nevada Volunteer Coordinator, as they are the only individuals who ascertain the authority to grant substitution approval.

**ix. Leave of Absence**

The Volunteer Coordinator has the authority to grant leaves of absence to volunteers at their discretion. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer's term of service.

**x. Resignation**

Volunteers may resign from their volunteer service with the organization at any time. If intending to resign, volunteers are encouraged to provide two weeks advance notice of their departure and a reason for their decision.

**III. Conduct Guidelines**

**i. Representing Immunize Nevada**

While volunteering with Immunize Nevada, volunteers must take into consideration the magnitude of their actions and comments while working alongside outside personnel. Although the volunteer may be an expert in a given field, they are not in any position to give advice or opinions to the community, unless that is part of their description, especially because it may notably affect the pre-established relationship with Immunize Nevada. Volunteers may not speak with the press unless previously authorized by Immunize Nevada Executive Director. Volunteers are required to act as representatives of the program as indicated within the extent of their job descriptions.



## **ii. Discrimination**

It is the policy and commitment of Immunize Nevada to not discriminate based on race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion, and/or familial status in admission of its volunteers or its programs and services. All volunteers and employees are accountable to this notion and failure to comply with this policy may result in termination from the program.

## **iii. Sexual Harassment Policy**

Immunize Nevada is committed to providing volunteers with a safe, productive, and enjoyable environment and experience while volunteering with Immunize Nevada. Immunize Nevada will not tolerate any form of sexual harassment among its employees and volunteers; and encourages volunteers to bring any incident of sexual harassment to the immediate attention of Immunize Nevada Executive Director or proper authority.

## **iv. Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary and/or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer or other person, or overall program business. Designated and authorized volunteers will have exposure to confidential information that is defined as inside, personal or sensitive information and may include contact information, business credentials, or personal experience stories. The Code of Conduct includes a confidentiality statement barring the sharing or disclosing of this information for any unauthorized purposes, including personal benefit.

## **v. Conflict of Interest**

No person who has a conflict of interest with any activity or program of the program, whether personal, philosophical, or financial, shall serve as volunteer with the activity/program. Examples of this: volunteers who will receive monetary wage as result of a project; a person trying to obtain a preoccupied space for themselves; a volunteer who is anti-vaccinations. If there is a concern that there may be a Conflict of Interest, the volunteer is asked to direct the concern to the Executive Director.

## **vi. Maintenance of Records**

Immunize Nevada Volunteer Management will maintain a system of records on each volunteer within the program, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to their Volunteer Coordinator in a timely and accurate fashion.

## **vii. Use and Copyright of the Website**

Due to the versatility of Immunize Nevada, several volunteer descriptions include becoming



familiar with and working on Immunize Nevada website. Using Immunize Nevada's website for personal business promotion or other advertising is not permitted. Immunize Nevada reserves all rights and privileges to its logo, graphics, endorsement, and property, which cannot be used without consent of proper organizational authorities.

### **viii. Email Policy**

The Immunize Nevada's emails (firstname@immunizenevada.org) will be created and maintained for individuals whom:

- Have been approved by the Executive Director, as having a role that requires an individual email account.

*Expectations associated with maintaining an Immunize Nevada email account include:*

- Emails received will be responded to in a timely manner, usually within 48 hours. An out-of-office message should be set for emails that will be unmonitored for greater lengths of time
- Although generally less formal than other written communication, email is a business communication tool and users are obliged to use it in a responsible, effective, polite and lawful manner, recognizing that you and Immunize Nevada can be held liable for unlawful libelous or defamatory emails
- Email should not be used for personal matters, but rather for Immunize Nevada business only
- Passwords should not be shared with others; only the Executive Director.
- Accounts not used for 60 days will be deactivated

All email accounts maintained on our email systems are property of Immunize Nevada, thus usernames and passwords will be shared with the Executive Director.

### **ix. Online and Written Communication**

All volunteers agree to communicate, verbally and written, with sensitivity, patience and respect. While volunteering with Immunize Nevada, volunteers will become involved with a diverse population and must remain conscious of the possibility for misinterpretation of tone and inference, especially in email. Volunteers agree to use clear and kind language when formulating messages.

### **x. Dispute Resolution**

If a problem should arise among volunteers, the parties involved are expected to first communicate directly with one another in a respectful attempt to reach a mutual understanding. If a reasonable resolution cannot be reached, then a volunteer can first request mediation from the Volunteer Coordinator and then if necessary, the Executive Director.



#### **xi. Volunteer Sensitivity**

Volunteers must give every client equal opportunities to access resources and advice pertaining to the program's mission. Volunteers must also show equal respect to clients regardless of differences. If a volunteer feels uncomfortable with a certain situation or client, they must immediately notify the Volunteer Coordinator and/or staff member in charge.

### **IV. Volunteer Recruitment and Selection**

#### **i. Recruitment**

The Volunteer Coordinator will recruit volunteers on a proactive basis, with the intent of broadening and expanding community involvement into Immunize Nevada. The sole qualification for volunteer recruitment shall be to perform a task on behalf of the program with disregard, but not limited to: race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion, and/or familial status. It is the intent of Immunize Nevada to place the volunteer in areas that align with their interest wherever possible. Written volunteer position description for volunteers will be developed per volunteer and forwarded to that volunteer.

Volunteers who are mandated to complete community service will not be accepted as a volunteer at Immunize Nevada. With the intent to place volunteers in areas that align with their interests, mandated volunteers do not align with the mission of Immunize Nevada.

#### **ii. Position Description**

The Volunteer staff, just as paid staff, requires a clear, complete, and current description of the duties and responsibilities of the position (see Appendix for volunteer positions), which they are expected to fulfill. Before volunteering, each volunteer will be provided with a specific position description based on their volunteer team. The position will serve as the guideline for the accepted volunteer and Immunize Nevada Volunteer Coordinator to assist with management and evaluation efforts. All position descriptions must be acknowledged and signed before starting any volunteer duties.

#### **iii. Interviewing**

Before appointed to a position, some teams may require an interviewing process to ascertain the volunteer's suitability and interest in the desired position. The interview will determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and will answer any questions that the volunteer might have about the position. The Immunize Nevada Volunteer Coordinator and/or Immunize Nevada Executive Director will conduct the interviews in person or by other means.

#### **iv. Placement**



Immunize Nevada will match volunteers to opportunities that recognized their talents, interests, and availability for serving. If at any time a volunteer wishes to reassign their position or take on an additional project or role, they should be encouraged to discuss their interest with the Volunteer Coordinator.

**v. Professional Services**

Volunteers are not to perform professional services for which certification or licensing is required unless currently certified or licensed to do so. The Executive Director must maintain a copy of the volunteer’s certificate or license for services provided that requires such. A copy of such certificate and/or license will also be kept in the volunteer’s folder, upheld by the Volunteer Administrator.

**vi. Length of Service**

All volunteer positions have a set term of duration, as defined in their position descriptions. It is highly recommended that their term does not exceed more than one year, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of reassignment of that position to the incumbent.

Volunteers are neither expected nor required to accept further service in a position at the end of their set term, although they are welcome to do so in most cases; they may instead seek a different volunteer assignment within the program or may retire from volunteer service indefinitely.

Volunteers must complete an exit survey upon leaving the volunteer program. Exit surveys will be located online and can be completed on their own.

**V. Volunteer Orientation and Development**

**i. Orientation**

All volunteers will receive a general orientation on the nature and purpose of the program, overall operation of Immunize Nevada, and a specific orientation on the purposes and requirements of the position they will be assigned to. The orientation may be provided through video, in person, or through on-the-job training. (The format and provider of the orientation is at the discretion of Immunize Nevada).

**ii. Volunteer Training**

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such



training will be deemed appropriate based on the complexity and demands of the position and capabilities of the volunteer. (The format and provider of the training is at the discretion of Immunize Nevada).

### **iii. Recognition**

To highlight and reward the contribution of volunteers to Immunize Nevada, a volunteer recognition event will take place annually. The format of the volunteer recognition will be at the discretion of Immunize Nevada; however, suggestions may be accepted.

### **iv. Informal Recognition**

All Immunize Nevada staff and Immunize Nevada volunteers involved with volunteers are encouraged to undertake ongoing methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple “thank you” to a concerted effort to include volunteers as full participants in Immunize Nevada program decision-making and implementation.

## **VI. Immunize Nevada’s Volunteer Management**

### **i. Requirement of a Volunteer Coordinator**

Each accepted Immunize Nevada volunteer will have a clearly identified supervisor, the Volunteer Coordinator, who is responsible for direct management of that volunteer. The Volunteer Coordinator is responsible for day-to-day management and guidance of the work of those volunteers, and will be available to the volunteer for consultation and assistance.

### **ii. Volunteers in Supervisory Positions**

A volunteer may act as a Volunteer Coordinator of other Immunize Nevada volunteers, if the supervising volunteer is under the direct supervision of a paid Immunize Nevada staff, Immunize Nevada Committee Chair or member of Immunize Nevada Board of Directors.

### **iii. Staff Evaluation and Participation**

Appropriate Immunize Nevada staff and Immunize Nevada Volunteer Coordinator should be involved and/or fully apprised of all evaluation and work assignments of volunteers with whom they are connected.

### **iv. Lines of Communication**

Glip will be utilized as the volunteer communication platform between volunteers and Immunize Nevada staff. Glip is a free application that can be utilized on a computer or mobile device. Volunteers and Immunize Nevada staff will utilize Glip as a form of connection to post volunteer opportunities, network with other volunteers, ask questions from staff members, gather



information about volunteer events/opportunities, etc. See Appendix for information about how to use Glip.

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, Immunize Nevada will provide volunteers access to all appropriate memos, materials, and meetings relevant to their work assignments. To facilitate the receipt of this information on a timely basis, volunteers are to be included on all relevant distribution schedules and Glip teams. Primary responsibility for ensuring that the volunteer receives such information will rest with the Volunteer Coordinator.

Lines of communication are to operate in both directions and will exist both formally and informally. Any decision directly affecting a volunteer's job description requires consultation with the affected volunteer(s) to determine the effect it will have on their duties.

#### **v. Risk Assessment**

Volunteers will not engage in any actions that may injure or put yourself and/or others at risk to injury (i.e. administration of immunizations at a clinic, lifting boxes that are out of scope of how much you are able to handle, etc.). As volunteers of Immunize Nevada, we believe in the success of vaccines in preventing disease and promoting health. If community members express conflicting views about vaccinations, volunteers will not engage in confrontation, but rather let them express their views. Immunize Nevada staff members will step in when anti-vaccination community members become too much for volunteers to educate.

#### **v. Corrective Action**

Following an evaluation, or at any time deemed necessary by the Volunteer Coordinator, with consent of the Executive Director, corrective action may take place in appropriate situations. Examples of corrective action include the requirement of additional training, reassignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

NOTE: The Volunteer Coordinator has the right to temporarily suspend a volunteer if an action or incident warrants such. The incident must be reported to the Executive Director within 24 hours.

#### **vi. Dismissal of a Volunteer**

Volunteers who do not adhere to the rules and procedures of Immunize Nevada or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Until the volunteer has had an opportunity to discuss the reasons for possible dismissal with Immunize Nevada Executive Director, no volunteer termination will occur. Prior to the discussion of dismissal with a volunteer, the Volunteer Coordinator is required to seek the consultation, assistance and approval of Immunize Nevada Executive Director.

#### **vii. Reasons for Volunteer Dismissal**



Possible grounds for dismissal may include, but are not limited to the following: gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property or misuse of organization equipment or materials or funds; abuse or mistreatment of community members; volunteers or co-workers; failure to abide by Immunize Nevada policies and procedures; failure to follow direction as instructed by Immunize Nevada Volunteer Coordinator, Immunize Nevada Executive Director or member of Immunize Nevada Board of Directors; speaking to the press without prior express permission from Immunize Nevada Executive Director; misrepresentation of Immunize Nevada to its community partners; failure to meet physical or mental standards of performance; failure to satisfactorily perform assigned duties.

**viii. Concerns and Grievances**

Decisions involving corrective action of a volunteer will be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing his or her concerns or grievance.

**ix. Exit Interviews**

Exit interviews, where possible, will be conducted with volunteers who are leaving their positions. The interview will ascertain why the volunteer is leaving the position, suggestions the volunteer may have for improving the position, and the possibility of involving the volunteer in some other capacity with the organization.

**Figure A: Immunize Nevada Contact List**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>	<b>Email Address</b>
Heidi Parker	Executive Director	(775) 624-7117 x114	heidi@immunizenevada.org
America Davis	Project Coordinator	(775) 624-7117 x116	america@immunizenevada.org
Lily Davalos	Outreach Manager	(775) 624-7117 x112	lily@immunizenevada.org
Breanne Van Dyne	Education Manager	(775) 624-7117 x118	breanne@immunizenevada.org
Leah Sussman	Healthy Futures Coordinator	(775) 624-7117 x1004	leah@immunizenevada.org
Emily Ruzzine	Events Director	(775) 624-7117 x115	emily@immunizenevada.org
David Perez	Project Coordinator	(775) 624-7117 x1002	david@immunizenevada.org
Tara Nerida	Project Coordinator/ Volunteer Coordinator	(775) 624-7117 x113	tara@immunizenevada.org



## Appendix A: Team Launch Volunteer Position Description

**POSITION:** Team Launch Volunteer

**REPORTS TO:** Tara Nerida

**TYPE OF POSITION:** Volunteer (Episodic and/or One-Time)

**Start Date:** (INSERT START DATE PER VOLUNTEER)

**Average Hours per Month:** 5

**Length of Commitment:** One-time volunteer, or episodic volunteering leading to long-term volunteering

**LOCATION:** Immunize Nevada

427 Ridge St., Suite C. Reno, NV 89501

1050 E Flamingo Road, Suite #E225, Las Vegas, NV 89119

**Locations for outreach events and/or meetings will vary and be specified when volunteer opportunities are announced**

**MISSION OBJECTIVE:** Immunize Nevada is widely recognized as Nevada's trusted resource for immunizations and community health for all ages by fostering education and statewide collaboration.

### Summary/General Description of Responsibilities:

Team Launch is the introduction group of our volunteer program. All volunteer interests and one-time volunteers are added to this group before proceeding to one of the three-tiered volunteer groups. Volunteers of Team Launch will volunteer at a minimum of 1 volunteer event, 1 outreach event, or complete 1 volunteer task.

Volunteer responsibilities may include, but not limited to:

- Organize and prepare appropriate outreach materials for community events or partners
- Educate and empower the public at outreach events about the importance of vaccines

### Specific Responsibilities:

- Attend 1 outreach event, 1 volunteer event, or complete 1 volunteer task.

### Authorities and Limitations of Authority:

- Team Launch is responsible for self-reporting event attendance/volunteer task completion, logging in all volunteer hours, and when member is ready/eligible to proceed to next tier of Volunteer Program.
  - Logging hours is completed through a Google Form that will be sent to each volunteer.
- Immunize Nevada Staff member will add volunteer to Glip application, where volunteer communication will occur. Volunteer opportunities will be posted on Glip by staff member. If volunteer can attend an event, volunteer will respond and be added to Event group by staff member.
  - Volunteers do not have to create separate volunteer/event groups, unless specified by staff member.

### Required Knowledge, Skills and Abilities:

- No prior knowledge, skills, or abilities are required to volunteer with Team Launch.



**Support Provided:**

- Volunteer Handbook – Policies and Procedures
- Training/Instructions provided by Immunize Nevada staff member

**Additional Guidelines or Expectations:**

I understand the responsibilities and qualifications of this position, and agree to fulfill them to the best of my ability.



## Appendix B: Team Outreach Volunteer Position Description

**POSITION:** Team Outreach Volunteer

**REPORTS TO:** Tara Nerida

**TYPE OF POSITION:** Volunteer (Ongoing)

**Start Date:** (INSERT START DATE PER VOLUNTEER)

**Average Hours:** 5

**Length of Commitment:** Ongoing

**LOCATION:** Immunize Nevada

427 Ridge St., Suite C. Reno, NV 89501

1050 E Flamingo Road, Suite #E225, Las Vegas, NV 89119

**Locations for outreach events and/or meetings will vary and be specified when volunteer opportunities are announced**

**MISSION OBJECTIVE:** Immunize Nevada is widely recognized as Nevada's trusted resource for immunizations and community health for all ages by fostering education and statewide collaboration.

### Summary/General Description of Responsibilities:

Team Outreach is the first tier of our volunteer program and membership is obtained by successfully fulfilling the responsibilities of Team Launch, and having an excitement and eagerness to continue volunteering with Immunize Nevada. Team Outreach members may choose to volunteer with certain specialties, such as (but not limited to):

#### *Project Specialist*

- Organize and prepare appropriate outreach materials for community events
- Maintain inventory of all outreach materials
- Ensure delivery of appropriate outreach materials at community event locations
- Prepare mailings for timely & important immunization-related campaigns

#### *Community Empowerment Specialist*

- Communicate with event host
- Set up the outreach table: make sure all the outreach materials are displayed and organized neatly on the table
- Educate the public by encouraging them to spin the wheel or by asking age-appropriate questions about health or vaccines
- Educate and empower the public about the importance of vaccines
- Provide appropriate resources about where they can receive free or low-cost vaccines
- Be prepared to provide accurate information that may relate to vaccine safety, recommended schedule for infant immunization, etc.

#### *Community Engagement Specialist*

- Engage with the public by encouraging them to spin the wheel and asking age-appropriate questions about health or vaccines
- Engage with hard to reach audiences by being Infecto (our giant germ mascot!)
  - Have a friendly personality while interacting with public, especially the kids



- Be willing to walk around and take pictures if necessary

**Specific Responsibilities:**

- During Team Outreach, one must complete the following Immunization Learning Schedule:
  - 1. Intro to Vaccines
  - 2. Vaccines 101
  - 3. Vaccine History
  - 4. Vaccine Development
  - 5. Vaccine Safety
- Complete Team Outreach Professional Development provided by Immunize Nevada staff.
  - Poverty, race/ethnicity, cultural sensitivity training
- Attend 3 Team Events/Complete 3 Volunteer Tasks
- Volunteer hours would include Professional Development Training & Immunization Learning Schedule Education

**Authorities and Limitations of Authority:**

- Team Outreach is responsible for self-reporting event attendance/volunteer task completion, Immunization Learning Schedule completion, logging in all volunteer hours, and when member is ready/eligible to proceed to next tier of Volunteer Program.
  - Logging hours is completed through a Google Form that will be sent to each volunteer.
  - Immunization Learning Schedule will be sent to volunteer and will be completed on the volunteer's own time.
- Immunize Nevada Staff member will add volunteer to Glip application, where volunteer communication will occur. Volunteer opportunities will be posted on Glip by staff member. If volunteer can attend an event, volunteer will respond and be added to Event group by staff member.
  - Volunteers do not have to create separate volunteer/event groups, unless specified by staff member.

**Required Knowledge, Skills and Abilities:**

- No prior knowledge, skills, or abilities are required to volunteer with Team Outreach.

**Support Provided:**

- Volunteer Handbook – Policies and Procedures
- Training/Instructions provided by Immunize Nevada staff member
- Professional Development will be conducted by Immunize Nevada staff member

**Additional Guidelines or Expectations:**

I understand the responsibilities and qualifications of this position, and agree to fulfill them to the best of my ability.



## Appendix C: Team Prevention Volunteer Position Description

### POSITION: Team Prevention Volunteer

REPORTS TO: Tara Nerida

TYPE OF POSITION: Volunteer (Ongoing)

**Start Date:** (INSERT START DATE PER VOLUNTEER)

**Average Hours:** 5

**Length of Commitment:** Ongoing

### LOCATION: Immunize Nevada

427 Ridge St., Suite C. Reno, NV 89501

1050 E Flamingo Road, Suite #E225, Las Vegas, NV 89119

**Locations for outreach events and/or meetings will vary and be specified when volunteer opportunities are announced**

**MISSION OBJECTIVE:** Immunize Nevada is widely recognized as Nevada's trusted resource for immunizations and community health for all ages by fostering education and statewide collaboration.

### Summary/General Description of Responsibilities:

Team Prevention is the second tier of our volunteer program and membership is obtained by successfully completing the requirements of Team Outreach. Team Prevention members may choose to volunteer with certain specialties, along with duties as described in Team Outreach, such as (but not limited to):

#### *Clinic Navigator*

- Check the patient's paperwork, which includes insurance, demographics and health history
- Guide patients to the appropriate providers depending on their insurance status
- Direct patients to the health information table if they have arrived without their records
- Provide necessary resources to patients who cannot receive immunizations at the event

#### *Health Information Advocate*

- Check the immunization status of the patient to determine if immunizations are needed
- Assist patients that are unsure of their record or have old records
- Print the most complete and current immunization record of the patient

### Specific Responsibilities:

- During Team Prevention, one must complete the following Immunization Learning Schedule (Items 6-10)
  - 6. Anti-Vax
  - 7. School Vaccines
  - 8. Rotavirus and Hep A
  - 9. Diphtheria, Tetanus, Pertussis
  - 10. Varicella/Zoster
- Complete Team Prevention Professional Development provided by Immunize Nevada staff.
  - HIPPA/patient record training
  - Handling sensitive information/questions (when forecasting)
- Attend 6 Team Events/Complete 6 Volunteer Tasks: 3 must include facilitating Web IZ kiosk
- Acquire Web IZ Certification



- Volunteer hours would include Professional Development Training & Immunization Learning Schedule Education

#### **Authorities and Limitations of Authority:**

- Team Prevention is responsible for self-reporting event attendance/volunteer task completion, Immunization Learning Schedule completion, logging in all volunteer hours, and when member is ready/eligible to proceed to next tier of Volunteer Program.
  - Logging hours is completed through a Google Form that will be sent to each volunteer.
  - Immunization Learning Schedule will be sent to volunteer and will be completed on the volunteer's own time.
- Immunize Nevada Staff member will add volunteer to Glip application, where volunteer communication will occur. Volunteer opportunities will be posted on Glip by staff member. If volunteer can attend an event, volunteer will respond and be added to Event group by staff member.
  - Volunteers do not have to create separate volunteer/event groups, unless specified by staff member.

#### **Required Knowledge, Skills and Abilities:**

- Previous knowledge and skills obtained in Team Outreach:
  - Knowledge of Immunization Learning Series (Items 1-5)
  - Professional Development
    - Poverty, race/ethnicity, cultural sensitivity training

#### **Support Provided:**

- Volunteer Handbook – Policies and Procedures
- Training/Instructions provided by Immunize Nevada staff member
- Professional Development will be conducted by Immunize Nevada staff member

#### **Additional Guidelines or Expectations:**

I understand the responsibilities and qualifications of this position, and agree to fulfill them to the best of my ability.



## Appendix D: Team Leadership Volunteer Position Description

**POSITION:** Team Leadership Volunteer

**REPORTS TO:** Tara Nerida

**TYPE OF POSITION:** Volunteer (Ongoing)

**Start Date:** (INSERT START DATE)

**End Date (if applicable):** (INSERT HERE)

**Average Hours:** 5

**Length of Commitment:** Ongoing (OR ADD SPECIFIC HOURS)

**LOCATION:** Immunize Nevada

427 Ridge St., Suite C. Reno, NV 89501

1050 E Flamingo Road, Suite #E225, Las Vegas, NV 89119

**Locations for outreach events and/or meetings will vary and be specified when volunteer opportunities are announced**

**MISSION OBJECTIVE:** Immunize Nevada is widely recognized as Nevada's trusted resource for immunizations and community health for all ages by fostering education and statewide collaboration.

### Summary/General Description of Responsibilities:

Team Leadership is the third tier of our volunteer program and membership is obtained by successfully completing the requirements of Team Outreach and Team Prevention. Members of this team have a high level of responsibility, are ongoing committed members of Immunize Nevada's volunteer team, and make a great impact in our community! Team Leadership members may choose to volunteer with responsibilities as described in Team Outreach and Team Prevention, as well as fulfill responsibilities for the Community Immunization Learning Series (CILS).

The Community Immunization Learning Series was created in response to requests from the community for resources to educate and empower individuals regarding immunizations. Team Leadership is seeking to train, employ, engage, and evaluate volunteer Health Educators to accomplish our goal of promoting health and preventing disease in our community by presenting trusted, credible information at various locations such as schools, places of worship, community centers, businesses, and medical facilities.

### Specific Responsibilities:

- Complete Immunization Learning Schedule (Items 11-17)
  - 11. Meningococcal
  - 12. Hib and Polio
  - 13. Measles, Mumps, Rubella
  - 14. HPV
  - 15. Hepatitis B
  - 16. Pneumococcal
  - 17. New Things in the Vaccine World!
  - Or select items with relevance to topics of interest
- Complete one-on-one Welcome Assessment to discuss your vision & goals
  - Meet one-on-one every 4 months to revisit vision and goals
  - Complete one-on-one Post Assessment after completion of Program to discuss fulfillment of vision and goals



- Complete designated work plan commitment based on area(s) of chosen assignment. Assignments could include educational presentations, evaluation, communications, etc.
- Complete Team Leadership Professional Development provided by Immunize Nevada staff.
  - Current vaccine news
  - Resume and/or cover letter writing skills, networking, and public speaking; professional dressing
  - Cultural competence and sensitivity, exposure to vulnerable populations, and communicate through oral and written formats to address public health topics
  - Certifications available to volunteers within their field
  - Any relevant topics of interest
- Complete required hours: 3 hours per month
  - Hours would include monthly Professional Development Training & CILS Education

#### **Authorities and Limitations of Authority:**

- Team Leadership is responsible for self-reporting Event attendance/Volunteer Task completion, Immunization Learning Schedule completion, and logging in all volunteer hours.
  - Logging hours is completed through a Google Form that will be sent to each volunteer.
  - Immunization Learning Schedule will be sent to volunteer and will be completed on the volunteer's own time.
- Immunize Nevada Staff member will add volunteer to Glip application, where volunteer communication will occur. Volunteer opportunities will be posted on Glip by staff member. If volunteer can attend an event, volunteer will respond and be added to Event group by staff member.
  - Volunteers do not have to create separate volunteer/event groups, unless specified by staff member.

#### **Required Knowledge, Skills and Abilities:**

- Previous knowledge and skills obtained in Team Outreach & Team Prevention:
  - Knowledge of Immunization Learning Series (Items 1-10)
  - Professional Development
    - Poverty, race/ethnicity, cultural sensitivity training
    - HIPPA/patient record training
    - Handling sensitive information/questions (when forecasting)
  - Web IZ Certification

#### **Support Provided:**

- Volunteer Handbook – Policies and Procedures
- Training/Instructions provided by Immunize Nevada staff member
- Professional Development will be conducted by Immunize Nevada staff member

#### **Additional Guidelines or Expectations:**

I understand the responsibilities and qualifications of this position, and agree to fulfill them to the best of my ability.



## Appendix E: Team Collaborate (Group) Volunteer Position Description

**POSITION:** Group Volunteer

**REPORTS TO:** (INSERT STAFF MEMBER IN CHARGE OF PROJECT)

**TYPE OF POSITION:** Volunteer

**Start Date:** (INSERT START DATE PER VOLUNTEER)

**Length of Commitment:** One-time group volunteer or episodic group volunteer

**Projected Volunteer Hours per Event:** (INSERT AMOUNT OF HOURS)

**LOCATION:** Immunize Nevada

427 Ridge St., Suite C. Reno, NV 89501

1050 E Flamingo Road, Suite #E225, Las Vegas, NV 89119

**Locations for outreach events and/or meetings will vary and be specified when volunteer opportunities are announced**

**MISSION OBJECTIVE:** Immunize Nevada is widely recognized as Nevada's trusted resource for immunizations and community health for all ages by fostering education and statewide collaboration.

### Summary/General Description of Responsibilities:

Team Collaborate is any organization/company/etc. that would like to be involved in group volunteering at Immunize Nevada. All group volunteer interests will be added to this team. Group volunteers will volunteer at a minimum of 1 volunteer events, 1 outreach event, or complete 1 volunteer task.

Volunteer responsibilities may include, but not limited to:

- Organize and prepare appropriate outreach materials for community events or partners
- Educate and empower the public at outreach events about the importance of vaccines

### Specific Responsibilities:

- Attend 1 outreach event, 1 volunteer event, or complete 1 volunteer task.

### Authorities and Limitations of Authority:

- Group volunteer will have their own lead contact that will connect with Immunize Nevada staff about volunteer duties, and time and location of volunteer opportunity.
- Lead contact will be in charge of letting Immunize Nevada staff know how many volunteers will be at the event, and if there have been any additions/cancellations of any volunteers in their group.

### Required Knowledge, Skills and Abilities:

- No prior knowledge, skills, or abilities are required to volunteer with Immunize Nevada.

### Support Provided:

- Volunteer Handbook – Policies and Procedures
- Training/Instructions provided by Immunize Nevada staff member



## Appendix F: Team LEAd Volunteer Position Description

**POSITION:** LEAd (Leadership, Education, Advocacy) Young Adult Volunteer

**REPORTS TO:** Tara Nerida

**TYPE OF POSITION:** Volunteer, under the age of 18 years old (Episodic and/or One-Time)

**Start Date:** (INSERT START DATE PER VOLUNTEER)

**Length of Commitment:** One-time volunteer, or episodic volunteering

**LOCATION:** Immunize Nevada

427 Ridge St., Suite C. Reno, NV 89501

1050 E Flamingo Road, Suite #E225, Las Vegas, NV 89119

**Locations for outreach events and/or meetings will vary and be specified when volunteer opportunities are announced**

**MISSION OBJECTIVE:** Immunize Nevada is widely recognized as Nevada's trusted resource for immunizations and community health for all ages by fostering education and statewide collaboration.

### Summary/General Description of Responsibilities:

The LEAd Young Adult Volunteer Program is our volunteer group for anyone under the age of 18 years old. All volunteer interests who are under the age of 18 will be added to this group, until they reach the age of 18, where they will be eligible to join Team Outreach, Team Prevention, or Team Leadership. Volunteers in the LEAd Young Adult Volunteer Program will volunteer at a minimum of 1 volunteer event, 1 outreach event, or complete 1 volunteer task.

Volunteer responsibilities may include, but not limited to:

- Organize and prepare appropriate outreach materials for community events or partners
- Educate and empower the public at outreach events about the importance of vaccines

### Specific Responsibilities:

- Attend 1 outreach event, 1 volunteer event, or complete 1 volunteer task.

### Authorities and Limitations of Authority:

- LEAd Young Adult Volunteers are responsible for self-reporting event attendance/volunteer task completion and logging in all volunteer hours.
  - Logging hours is completed through a Google Form that will be sent to each volunteer.
- Immunize Nevada Staff member will add volunteer to Glip application (if approved by parent/guardian), where volunteer communication will occur. Volunteer opportunities will be posted on Glip by staff member. If volunteer can attend an event, volunteer will respond and be added to Event group by staff member.
  - Volunteers do not have to create separate volunteer/event groups, unless specified by staff member.

### Required Knowledge, Skills and Abilities:

- No prior knowledge, skills, or abilities are required to volunteer with the LEAd Young Adult Volunteer Program.



**Support Provided:**

- Volunteer Handbook – Policies and Procedures
- Training/Instructions provided by Immunize Nevada staff member

**Additional Guidelines or Expectations:**

The parent or legal guardian of a minor person under the age of 18 who is planning to volunteer with Immunize Nevada must also acknowledge and agree to the above position description:

As the parent/guardian of \_\_\_\_\_, I grant my permission for him/her to participate as an unpaid volunteer for Immunize Nevada.



## Appendix G: Welcome to Glip

Glip is where we collaborate through messaging, events, and sharing on multiple platforms (computers, tablets, and smartphones)!

### To Do First:

- Click on your profile to update your first and last name – we want to know who you are! (usernames cannot be changed through the mobile version of Glip)
- Add a picture of yourself (if you choose to) by clicking on the circle icon in your profile and changing the picture.
- Download the free RingCentral Glip app for Android or iOS (or you could use the app on your desktop).

### Glip Features!

- **Messaging**
  - Start a chat by clicking on the appropriate team, and typing in the box at the bottom. There are also options of adding emojis, likes, and notes.
  - You can also private message a person by clicking on their name.
- **Events**
  - Join an event by replying to the volunteer message in your respective Volunteer Groups. You will be added to a separate team with information on the time, location, and specifics of the event.
  - All events may be added or seen through the calendar function (if you utilize it).
- **Sharing**
  - Bring more to the party through adding attachments (files, pictures, videos, and links) by dragging the file into the message box, clicking the “plus button”, or by clicking on the paperclip icon.
  - Previous files and links may be found, as well as downloaded, under the conversations (even on mobile).
- **Tasks**
  - Creating tasks is a great way to stay on track on projects, goals, and fun events. Tasks can be created and designed for specific conversations, teams, or for yourself by clicking on New Task under the “plus button.”



- **Notifications**

- You can change how often/when you receive notifications or emails from Glip on the desktop or mobile app!
- To receive/not receive email notifications, you can change this in your profile settings by selecting if you want notification "Every 15 minutes," "Every Hour," or "Off". If you have the mobile app, you can also turn on/off your notifications in your profile settings if you receive any direct messages or any mentions in any groups.

Lastly - don't be shy! Chat, share photos, emojis, gifs, and stay connected!





## Appendix H: Volunteer Information

Thank you for volunteering with Immunize Nevada! Here is some information you need to know about volunteering with us.

### How to move up to a higher volunteer Team:

There are 4 volunteer teams. All volunteers begin in Team Launch (unless stated otherwise).

- **Team Launch:** Team Launch is the introduction group of the volunteer program. All volunteer interests and one-time volunteers are added to this group before proceeding to one of the three-tiered volunteer groups. Members of Team Launch must complete just 1 volunteer event, 1 outreach event, or complete 1 volunteer task to proceed onto the next team (if desired).
- **Team Outreach:** When a volunteer is ready, they may proceed to the 2<sup>nd</sup> team of the volunteer program, Team Outreach. These members are Project Specialists, a Community Empowerment Specialist, or a Community Engagement Specialist (see position description for duties). Members of Team Outreach must complete 5 sections of the Immunization Learning Schedule, Professional Development Training, and attend 3 outreach event/complete 3 volunteer tasks (as described in the position description).
- **Team Prevention:** After a volunteer has completed the requirements of Team Outreach, they may proceed to the 3<sup>rd</sup> team of the volunteer program, Team Prevention. These members are Clinic Navigators or Health Information Advocates (see position description for duties). Members of Team Prevention must complete 5 different sections of the Immunization Learning Schedule, Professional Development Training, acquire WebZ Certification, and attend 6 outreach event/complete 6 volunteer tasks (as described in the position description).
- **Team Leadership:** After a volunteer has completed the requirements of Team Prevention, they may proceed to the 4<sup>th</sup> and final team of the volunteer program, Team Leadership. Members of this team have a high level of responsibility, are ongoing committed members of Immunize Nevada's volunteer team, and make a great impact in our community! Team Leadership members may choose to volunteer with responsibilities as described in Team Outreach and Team Prevention, as well as fulfill responsibilities for the Community Immunization Learning Series (CILS). Members of Team Prevention must complete 7 different sections of the Immunization Learning Schedule, Professional Development Training, and complete approximately 3 volunteer hours per month (as described in the position description).

Moving up to the next team is YOUR responsibility to report back to the Volunteer Coordinator. When you have completed all tasks, or when you feel like you are ready to move up to the next team, message the Volunteer Coordinator, and we will move you on up.

Volunteers may choose to stay in one team. However, we want our volunteers to feel empowered to take charge of your volunteer program and make the most of what you want to get out of volunteering with us. If there is anything that you would like to adjust with your involvement with us, please feel free to contact the Volunteer Coordinator.



### Exceptions:

- **Team Collaborate:** This team consists of any organization/company/etc. that would like to be involved in volunteering as a group at Immunize Nevada. All group volunteer interests will be added to this team. Members will volunteer at a minimum of 1 volunteer events, 1 outreach event, or complete 1 volunteer task.
- **LEAd Young Adult Volunteer Team:** If the volunteer is under the age of 18, Immunize Nevada will place them in the LEAd (Leadership, Education, Advocacy) Young Adult Volunteer team. Tasks may include (but not limited to) organizing and preparing appropriate outreach materials for community events or partners, educating and empowering the public at outreach events about the importance of vaccines, completing office tasks, or other jobs as assigned by Immunize Nevada staff/Volunteer Coordinator. If the volunteer chooses to continue volunteering with Immunize Nevada after they turn 18, they will be placed into one of the Teams described above, depending on what tasks have been completed.

### How to log your volunteer hours:

In each Glip event/team group, there will be a google form link entitled “**VOLUNTEERS ONLY: Volunteer Attendance.**” After each event or volunteer task is completed, click on the link and fill out the form.

- If you are unable to find the link in Glip, the link is:  
[https://docs.google.com/forms/d/e/1FAIpQLSd3JUiB42mKdY\\_8Z7LaNt8\\_lgPu3bn5QbUtAbR9ASpm-u3uwg/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSd3JUiB42mKdY_8Z7LaNt8_lgPu3bn5QbUtAbR9ASpm-u3uwg/viewform?usp=sf_link)

### How to sign up to volunteer for an event:

All volunteer opportunities will be posted in Glip.

- Join an event by replying to the volunteer message in your respective Volunteer Groups. You will be added to a separate team with information on the time, location, and specifics of the event (see Welcome to Glip handout for more information).

### What constitutes as volunteer hours:

- Attending, educating, empowering, and being actively present at an outreach event.
- Any meetings/orientations/trainings that you attend with Immunize Nevada, for example:
  - Immunization Learning Schedule
  - Meetings for internships, discussing volunteer positions, etc.
- If you have any ideas/projects that you would like to do, please bring it up with Volunteer Coordinator. We are always open to any ideas you may have that you would like come to life, for example:



- Creating a project for Healthy Young NV
- Starting a Baby Bash event in one of the rural communities
- Adding any ideas you may have to the PINK Packet