



The Volunteer Staff Partnership Toolkit

Working Together to Accomplish Our Mission





Table of Contents

- What is the Volunteer Staff Partnership? 3
- Why Have a Partnership Agreement? 4
- Volunteer and Staff Code of Conduct 5
- Volunteer and Staff Roles and Responsibilities 7
- Components of the Partnership 8
- Volunteer Staff Partnership Sample Forms and Discussion Guides 9
- Appendix 11
 - Partnership Agreement Worksheet..... 12
 - Leadership Council & Boards Partnership Agreement 16

What is the Volunteer Staff Partnership?

Volunteers are the heart and soul of our organization, and they are critical to our success at every level. The volunteer staff partnership explains how we can work together to accomplish our mission to end cancer as we know it, for everyone.

Partnerships between volunteers and staff members are built on relationships, where each partner has a different but equally important role, and each partner agrees to the same conditions, responsibilities, and actions. Various partnerships exist at all levels of the organization. Partners may work side by side in the community, partner on specific projects in a virtual environment, or work together across the globe. The Partnership Agreement facilitates this working relationship. The Partnership Agreement is a living document to be updated, revised, and reviewed at least annually as the relationship between partners evolves. This toolkit will help you build those effective and lasting relationships that will help us realize our vision of a world without cancer.



“

An effective partnership between volunteers and staff is a force multiplier for the effectiveness of the work of the American Cancer Society.

- Gary Streit, volunteer,
past national Board chair

“

The staff/volunteer partnership means a TRUE partnership. To me, recognition as a volunteer means being treated as equal in my ideas, responsibilities, and actions by the staff I work with.

- Perry Reed, volunteer

Why Have a Partnership Agreement?

Everyone has a reason for joining the American Cancer Society. Some want to make a difference in their community, some have a personal connection to cancer, and others want to help raise awareness. Whatever your reason for getting involved, our Partnership Agreement ensures those reasons are fulfilled – while also fulfilling the mission of the American Cancer Society.

What is the mission of the American Cancer Society?

Simply put, our mission is to save lives and celebrate life. Every single day. And as the only worldwide, community-based, voluntary health organization dedicated to eliminating cancer as a major health problem, the only way we'll achieve that mission is to have our volunteers and staff members working together to create a positive community experience.

This partnership agreement allows us to hold each other accountable for everything we do – and every step we take toward freeing the world from the pain and suffering of cancer. Whether you're a volunteer or staff partner, you're an extension of the American Cancer Society and take on the responsibility of helping fulfill our mission.

This relationship really is a win-win: you get to fulfill your reason for supporting us and we get much needed help achieving our mission.

Why Have a Partnership Agreement?

- Helps create a positive experience.
- Allows us to hold each other accountable
- Ensures your reason for supporting us is met
- Ensures you'll be helping us achieve the American Cancer Society's mission

Volunteer and Staff Code of Conduct

Just as we hold each other accountable to the volunteer staff partnership, we also hold each other accountable to our code of conduct.

Mutual Respect

The American Cancer Society is committed to an environment of mutual respect and a valuing of differences. Diversity is a process of valuing differences in people through actions. These differences include race, gender, physical ability, sexual orientation, economic status, and culture. Diversity affects our mission-driven programs and services developed by our volunteers and staff, as well as our public image and our interpersonal and organizational activities. Creating an inclusive environment where all people are appreciated and have opportunities to give and learn will prepare our greatest asset – our people – to continue meeting and exceeding our lifesaving goals in the future.

Good Stewardship

Serving in a volunteer position requires good judgment and management of reasonable risks. As a volunteer, you'll be given a general company orientation and training to understand and manage the risks in carrying out your specific job. You'll be required to comply with company policy and to conduct American Cancer Society business at our direction within the scope of your duties as a volunteer. This will help minimize the risk of liability to the American Cancer Society and reduce the risk of injury (physical or economic) to you and the people you associate with or try to help.

American Cancer Society activities with inherent risks would include the transportation of cancer patients, interacting with youth, organizing fundraising events (athletic or social), assisting staff in carrying out office duties, or serving in a governance role, on a committee, or in a leadership role. Specific company procedures and manuals will guide you in safely conducting these activities.

The American Cancer Society indemnifies its volunteers against liability incurred while performing volunteer duties conducted at the request of the organization. The American Cancer Society purchases and maintains insurance policies, wherein volunteers are additional insureds, to provide the financial ability to fully indemnify, defend, and settle any claims of liability.

Discrimination or Harassment

No volunteer, employee, vendor, or contractor may be harassed or otherwise discriminated against on the basis of gender, race, ethnicity, age, disability, or sexual orientation.

Drug, Alcohol, and Tobacco Use

Business related activities must be conducted free from the influence of alcohol and illegal drugs. In addition, these substances may not be possessed or distributed on American Cancer Society premises. During business functions where alcohol is served, volunteers and employees are expected to conduct themselves in a professional manner.

Tobacco use on organization premises, in vehicles, at American Cancer Society functions, and while representing the organization at any time or function is prohibited.

Attendance and Punctuality

The American Cancer Society requests that volunteers and staff be reliable and punctual for scheduled volunteer activities. While we will attempt to be flexible in all cases, volunteers are expected to notify a staff member if you will be absent or late so arrangements can be made for handling your responsibilities.

Reimbursement of Expenses

The basic premise of voluntarism is that individuals serve with no expectation of monetary gain. It is not expected, however, that a volunteer suffer financial hardship arising from his or her involvement with American Cancer Society activities. Reimbursement of travel expenses to select business functions is outlined in the American Cancer Society Travel Policy. A volunteer may prefer to report such expenses as a charitable contribution to the American Cancer Society for tax purposes.

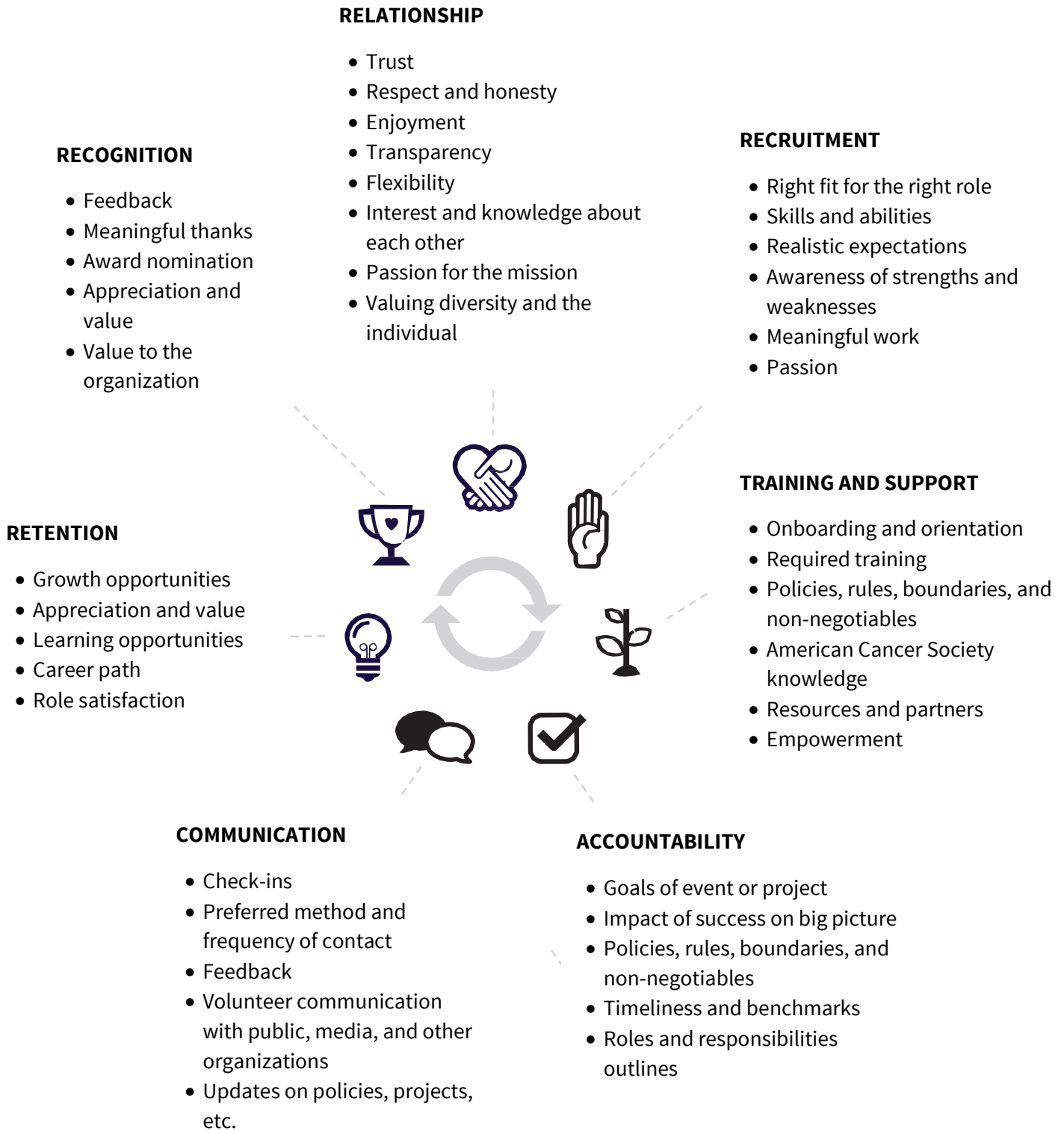
Volunteer and Staff Roles and Responsibilities

In everything we do at the American Cancer Society, we rely on you – our volunteers and staff members – to work as a team. From day one, you’ll be partners in managing and implementing prevention and early detection programs, public policy change, patient support, income development activities, and the overall operation of our organization. We recognize that each of you makes distinct and important contributions to the team, and those contributions inform your roles and responsibilities.

Equal Partners with Different Roles

VOLUNTEERS	STAFF	TOGETHER
Bring community knowledge or specific expertise.	Provide event and program history and the priorities of the organization	Assess community needs
Plan and conduct: <ul style="list-style-type: none"> • Presentations • Programs • Volunteer training sessions • Meetings 	Provide American Cancer Society: <ul style="list-style-type: none"> • Information • Materials • Resources 	Represent the American Cancer Society
Recruit volunteers	Assist in recruitment	Recruit volunteer leaders
Manage project details	Make business decisions (budget, staffing)	Discuss expectations
Teach and coach others	Provide consultation and share best practices	Cultivate and train volunteers
Develop community awareness	Facilitate communication	
Keep records	Keep records	

Components of the Partnership



Volunteer Staff Partnership Sample Forms and Discussion Guides

The Volunteer Staff Partnership is about creating positive relationships that evolve over time. Whether you use a form or discussion guide, or just have a conversation, the components are the same. Here are some examples that can be used to document that discussion.

- American Cancer Society Volunteer Staff Partnership Agreement Worksheet
- American Cancer Society Leadership Council/Board Partnership Agreement: Member Expectations, Responsibilities, and Support

If you choose not to use a form, here are some questions you can ask to get the conversation started:

- Why did you decide to get involved with the American Cancer Society?
- What is the best way to reach you? Call, email, text? Is it okay if I call you at work? If I am in the area and need to drop something off to you, may I stop by?
- Share the timeline for the event, program, or project. Will there be a time when your work picks up significantly? Are you planning on going on a vacation any time soon?
- Is there a certain time of day that you don't want to be called after/before?
- How often do you want to meet? What is the best way to share information? Daily? Weekly? Monthly?
- How do you prefer to meet?
- What are important things should we know about each other (i.e., small children, a child who is very busy at school, travel with spouse or partner)?
- What do you expect from me?

Whether or not you use a form, the discussion should include the same components:

- **Relationship** – Get to know each other on a personal and professional basis.
- **Positioning** – Ensure the position is a match for the role and the timing is correct.
- **Training and Support** – Resources that are available to ensure the volunteer and staff are successful.
- **Accountability** – What is the outcome we are to achieve; are there any boundaries or parameters for our work?
- **Communication** – How will we communicate with each other, other members of the team, or the public?
- **Retention** – What other opportunities are available. Provide each other feedback on how the partnership is working?
- **Recognition** – What were the end results; were we successful? Provide thanks and appreciation.

Documentation is important:

- Take notes as you are having the conversation.
- Follow up the conversation with written documentation via email within a day. Make sure to ask the volunteer to review the information and send you any changes they feel need to be made.
- Transfer this information into your typical record-keeping source.
- Schedule a meeting to share information and get confirmation of accuracy.
- Keep a copy of this document with your volunteer information for quick reference.

Appendix

Appendix Doc 1 – American Cancer Society Volunteer Staff Partnership Working Agreement

Appendix Doc 2 - American Cancer Society Leadership Council/Board Partnership Agreement



Partnership Agreement Worksheet

Please attach a copy of the position description as part of this agreement.

My name _____ My role _____

To be successful in my position with the American Cancer Society, I want to accomplish the following things:

My strengths:

Possible challenges:

I volunteer because:

Communication

The best method of communication for me is: _____

I expect to communicate with others this often: _____

I expect communication from my staff partner this often: _____

The best time of day for me is: _____

I expect a response from my staff partner within: _____

Additional communication challenges? _____

Meetings

I'm expected to attend the following meetings: _____

How often? _____

Each meeting should last: _____

Meetings will be held at (if known): _____

I can prepare for each meeting by: _____

Meetings will (typically) cover: _____

Help and Support

What kind of support I can expect from my staff partner and other volunteers:

These resources are available to help me fulfill my role:

Additional guidance/help I need to be successful in my role and to overcome my challenges:

My favorite way to be recognized:

American Cancer Society Volunteer:

I have a clear understanding of my volunteer role as the _____, the best way to communicate with my staff partner, where I can find resources, and what kind of support I can expect from my staff partner and other volunteers. I feel capable of and am excited to fill this role to the best of my ability. I understand that this is not a binding agreement, but rather a visual representation of this conversation held on _____ (date), and this fluid agreement can be revisited and edited as needed in the future.

Name: _____

American Cancer Society Volunteer Leader:

I understand my role in supporting _____, and I agree to do my best to support and meet their needs by using the items above to communicate, and by completing the help and support requests listed above to the best of my ability. I understand that this is not a binding agreement, but rather a visual representation of this conversation held on _____ (date), and this fluid agreement can be revisited and edited as needed in the future.

Name: _____

Staff Partner:

I understand my role in supporting _____, and I agree to do my best to support and meet their needs by using the items above to communicate, and by completing the help and support requests listed above to the best of my ability. I understand that this is not a binding agreement, but rather a visual representation of this conversation held on _____ (date), and this fluid agreement can be revisited and edited as needed in the future.

Name: _____

Next Steps and Tasks

TASK	RESPONSIBILITY	RESOURCES	DEADLINE	NOTES/UPDATES



Leadership Council & Boards Partnership Agreement

Expectations, Responsibilities, & Support

Members Expectations, Responsibilities, and Support

Meeting Attendance and Participation

- Use time wisely.
- Bring the same level of intellectual commitment and judgment as to own business or other professional pursuits.

Reporting

- Honor time allotted for reporting.
- Be aware of and meet assignment deadlines.

Event or Activity Attendance

- Add Expectation or responsibility here.
- Add expectation or responsibility here.

Networking/Door Opening/Recruitment

- Use professional and personal sphere of influence to open doors for the American Cancer Society
- Recruit others to help support the organization's mission.

Communication

- Provide reasonable access.
- Respect other council members' opinions.

Committee Roles

- Know individual strengths, weaknesses, interests, and time constraints.

Training and Development

- Use the Volunteer Community to complete onboarding activities.
- Participate in learning and development opportunities.

Additional Responsibilities or Expectations

- [Add expectation or responsibility here.]

Staff Expectations, Responsibilities, and Support

Meeting Support

- Provide information and ask for input.
- Assist with agenda development.
- Provide resources and materials.

Event or Activity Attendance

- Provide event details.
- Clearly outline expectations

Committee Roles

- Use volunteer skills and interests.
- Provide clear descriptions of roles.
- Offer additional ACS opportunities.

Reporting

- Honor time allotted for reporting.
- Remind council members about due dates.

Communication

- Be available to answer questions and provide help.
- Provide regular updates.
- Honor communication preferences.
- Respect council members' opinions.

Training and Development

- Provide resources, including supporting materials, and arrange for training.

Additional Responsibilities or Expectations

- [Add expectation or responsibility here].
- [Add expectation or responsibility here].
- [Add expectation or responsibility here].

Volunteer Member: _____ **Staff Partner:** _____

Council/Board Chair: _____ **Date:** _____

Thanks for your support of the
American Cancer Society.

Together, we can end
cancer as we know it, for
everyone.



Every cancer. Every life.™



The mission of the American Cancer Society is to improve the lives of people with cancer and their families through advocacy, research, and patient support, to ensure everyone has an opportunity to prevent, detect, treat, and survive cancer.

Our vision is to end cancer as we know it, for everyone.