

COLORADO SPRINGS POLICE DEPARTMENT

VOLUNTEER SERVICES

444-7441

TEAM LEADER JOB DESCRIPTION

GENERAL DESCRIPTION: Responsible for overseeing volunteer position(s) within Team Leader's unit.

RESPONSIBILITIES:

1. Notify Volunteer Coordinator of desire for a volunteer.
2. Prepare job description for volunteer. (Form will be provided by Volunteer Office.)
3. Interview volunteer candidates for suitability to position considering skills, personality, appropriate dress, background (Applicant will have had a basic clearance interview with one of the Co-Coordinators of Volunteers.)
4. Notify Volunteer Office (444-7441) whether applicant is accepted or rejected and indicate if an access card is required. (Access cards are not given to volunteers without request from Team Leader.)
5. If no polygraph or drug test is needed, instruct applicant to call 444-7447 to make an appointment to get an ID card. Applicant may wait to get the card the day s/he begins work.
6. If a polygraph and/or drug test is required, the Volunteer Office will arrange for it. You will be notified when the applicant either is approved or rejected to volunteer.
7. When a new volunteer begins, you will receive a memo to the Team Leader regarding the new volunteer. Go over the items in the memo with the volunteer.
8. Train the volunteer in the work that needs to be done.
9. Provide on-going monitoring of work and training as needed.
10. Set up a procedure for volunteer to get time sheet to you at the end of each month. (Time sheets should come through Team Leader not given directly to the Volunteer Office by the volunteer.)
11. Look at time sheet before forwarding to Volunteer Office. Make appropriate comment to volunteer regarding time worked, i.e., "You've put in a lot of hours this month." Or, "You didn't work much this month. Do we need to talk about the job?"
12. Forward time sheet within the first week of the next month to the Volunteer Office. (New time sheets are sent out at the end of each month as a reminder to submit completed ones.)

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13. Maintain good communication with the volunteer. Ask him/her to let you know of absences and keep him/her informed of your absences. Commend good work. Correct poor work.
14. If volunteer performs exceptionally, prepare a memo or Written Commendation and send copy to Volunteer Coordinator.
15. If volunteer is not meeting your expectations, talk with him/her. If situation cannot be resolved between the two of you, talk with one of the Co- Coordinators of Volunteers.
16. Keep the volunteer busy with meaningful work. Help the volunteer understand how his/her work fits into the bigger picture of work done in your unit.
17. Attend Volunteer Recognition Luncheon with your volunteer.
18. When volunteer quits, get the volunteer's ID card and return it to Volunteer Office.
19. Notify Volunteer Coordinator if volunteer should not be allowed to return as a volunteer.

TIME REQUIRED: Considerable up-front training time depending on complexity of position.

TRAINING: Initial new Team Leader orientation. Assistance as required.

QUALIFICATIONS: Employee of the Colorado Springs Police Department

BENEFITS TO TEAM LEADER:

- Completing project(s) that you don't have time for.
- Assistance with time consuming tasks.
- Gaining experience in supervising which will be useful in future resume.
- Gaining a new friend.