

Phoenix Police Department	POLICE EMPLOYMENT SERVICES BUREAU	POLICY NO G-11
		PUBLICATION DATE 3/02
SUBJECT CITIZENS OFFERING POLICE SUPPORT		

A. PURPOSE:

This policy establishes the organizational structure of the Citizens Offering Police Support program.

B. SCOPE:

This policy applies to all personnel within Employment Services Bureau who deal in the selection and supervision of the volunteer program.

C. GENERAL DIRECTION:

This policy outlines the procedures for processing volunteer applicants including recruitment, placement, training, and supervision as it pertains to Employment Services Bureau.

D. DETAILED PROCEDURES:

- (1) Employment Services will oversee the "Citizens Offering Police Support" program.
 - (a) The Volunteer Coordinator will coordinate all volunteer related activities and report to the Administrative Sergeant.
 - (b) The Human Services Unit Sergeant will supervise the Volunteer Program and approve volunteer applicant files.
 - (c) The Bureau Commander will review Volunteer Program statistics and productivity with the Community Services Division Director.
- (2) Inquiries: When an inquiry is made for the position of volunteer, a prescreening is completed over the phone by either the Volunteer Coordinator or the Volunteer Secretary.
 - (a) A civilian background questionnaire is then mailed out to the applicant.
 - (b) Upon completion the volunteer applicant will make an appointment to review the application with the Volunteer Coordinator.
 - (c) The Volunteer Coordinator will emphasize that this is a non-commissioned position, and they will not have any law enforcement roles.

- (3) The applicant will be processed according to civilian hiring procedures including:
- (a) Interview
 - (b) Polygraph examination
 - (c) Criminal records check
 - (d) This applicant will be held to the same hiring standards and rules of conduct of any police department employee.
- (4) Placement: Once the volunteer has successfully completed the selection process, and the file has been signed off by the Human Services Unit Sergeant, the Volunteer Coordinator will find a suitable assignment.
- (a) The volunteer's residence, job skill level, and interests will be taken into consideration.
 - (b) Interested bureaus/precincts will be contacted.
 - 1- The volunteer will be sent for an interview with the prospective bureau/precinct. They will also discuss duties, hours, and training at that time.
 - (c) The volunteer will be given an orientation in the Employment Services Bureau.
 - (d) If other on-the-job training is needed to help the volunteer meet the job duties, the Bureau/Precinct Commander of the assigned bureau/precinct will arrange for it.
- (6) Recognition:
- In order to recognize the work volunteers perform, the volunteers are required to submit a monthly work recap. The Volunteer Secretary will log the volunteers' hours and submit the names of volunteers who have worked enough hours for official recognition.
- (7) Correspondence:
- The Police Chief has authorized the Volunteer Coordinator to sign correspondence specifically related to the COPS program. All correspondence will be approved by the Bureau Commander.

* For more details on the volunteer program, refer to the "Volunteers" in the Police Service Procedural Guidebook.