



## YOLO COUNTY VOLUNTEER PROGRAM

### DOCENT GUIDE

County of Yolo  
Human Resources Department  
625 Court Street, Room 101  
Woodland, CA 95695  
(530)666-8055  
[www.destinationyolo.org](http://www.destinationyolo.org)

## **DOCENT DESCRIPTION**

Volunteer Docents staff the public information desk in the Yolo County Erwin Meier Administration Building. Docents help direct visitors to resources on the county's website, provide answers to frequently asked questions about county services, and take information for the County departments with Friday closures.

The docent volunteer has the important job of helping to create a welcoming environment for all who visit the County Administration building. The ideal volunteer will be people-oriented, friendly and have good organizational skills. Spanish bilingual skills are helpful. Prior public agency experience is not required; training will be provided.

Location: Yolo County Erwin Meier Administration Building, 625 Court Street, Room 101, Woodland, CA 95695

Schedule Summary: Initially the public information desk will be open on Fridays from 9-4pm. However, our ultimate goal is to secure volunteers to staff the public information desk Monday through Friday, 9-5pm year round. We are currently seeking volunteers to work two hour shifts on Fridays.

Activity classifications: Communication; general assistance to the public; greeting agency visitors; knowledge of county services; ability to understand visitor's needs and accurately refer him or her to appropriate resources.

Time commitment classification: 2 hours per week (additional time may be volunteered if desired)

## **DOCENT WORKING PROCEDURES**

Dress Code – Volunteers should arrive to their assignment dressed in a Yolo County shirt (this shirt will be issued on loan from the Human Resources department) as well as with their ID badge prominently displayed on their person. A lanyard will also be provided with your ID badge.

Work Shift – Please arrive five minutes early for your shift to allow time to settle in before the person who worked before you is scheduled to leave/to ask any questions you have at HR.

1. Those volunteers who work the opening shift at 9am will need to set up the booth. Set-up includes bringing both the information/supplies box and the circular brochure rack from the Human Resources lobby out to the desk, arranging any papers/brochures for public distribution, removing the phone from the appliance garage and putting it on the desk, and setting up the portable computer.
2. Those volunteers who work the closing shift will need to lock the phone in the appliance garage and bring the computer, the brochure rack, and the information box back to the HR lobby after their shift ends at 4pm.
3. Please check in with HR at the end of your shift to let us know that you are leaving even if you are not working the last shift of the day.

4. If you need to use the restroom or take a 5 minute personal break, please let the staff member at the front desk of HR know where you are so that they can be on the lookout for any customers that may need assistance.

## **WORKPLACE POLICIES AND PROCEDURES**

It is your responsibility to read and understand the entire policy for the following policies. These policies can be found at [www.yolocounty.org](http://www.yolocounty.org) > Departments > Human Resources > Volunteer Opportunities or you may follow this link: <http://www.yolocounty.org/Index.aspx?page=1887>.

General and Sexual Harassment. All Yolo County employees, volunteers and customers have the right to conduct business in the county in an environment that is free from all forms of harassment. Harassment on the basis of race, color, religion, national origin, gender, age, ancestry, physical and/or mental handicap, medical condition or marital status will not be tolerated. Harassment may take many forms including:

- Verbal conduct such as racial or ethnic epithets, derogatory comments or jokes, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory posters, cartoons, drawings or gestures.
- Physical conduct such as assault, blocking normal movement, or interference with work because of sex or other protected basis.
- Threats and demands to submit to sexual requests in order to keep a job or avoid some other loss, or offers of job benefits in return for sexual favors.
- Retaliation for having reported the accident.

Volunteers that are subjected to, or are witnesses to, unlawful harassment should immediately report such conduct to Jenny Brown, 625 Court Street, Room 101, Woodland, CA 95695, Phone: (530) 666-8055.

Workplace Security and Safety Policy. Violent acts or threats of violence in the workplace will not be tolerated. Individuals engaging in threats or violent acts will be immediately released from the program.

Drug and Alcohol Policy. It is the policy of the county that possession, distribution and/or use of alcohol or any controlled substance (i.e., a drug which is illegal to possess, use, sell or provide without a prescription) shall be prohibited in all work places of the county.

E-Mail Policy. Prohibited uses: personal purposes; sending copies of documents in violation of copyright laws; "spoofing" (i.e., constructing electronic communication so it appears to be from someone else); "spamming" (i.e., sending mass mailings not directly related to County business); forwarding chain letters; sending or forwarding attachments not related to County business.

Internet Policy. County resources for electronic communication shall not be used for commercial purposes. Incidental and occasional personal use of the internet may occur when such use does not generate a direct cost to the County or hinder productivity in the work place, and when use takes place during breaks, lunchtime and before and after work hours.

# Yolo County's Core Values

## **S.P.I.R.I.T**

**Service:** We treat our customers, clients and citizens with respect and dignity by providing timely responses, listening to their issues and taking responsibility to address their concerns. We explain our decisions and actions to our customers even when the answer is “no”.

**Performance:** We set clear performance expectations and standards and go the extra mile to maximize resources and complete tasks effectively and on time. We anticipate problems, challenges and opportunities and put our name on our “product” showing pride and ownership in our service.

**Integrity:** We follow through on our promises and commitments by keeping our word and we avoid making commitments we cannot keep. We believe in the value and contribution of county government and in service the public.

**Responsibility:** We continually look for ways to improve how we serve our public and hold ourselves and others accountable for actions and results. We are loyal to the county as an organization and demonstrate it through showing up on time, ready to work with enthusiasm.

**Innovation:** We are flexible, open-minded and willing to change. We think creatively and keep up-to-date on the best practices in our field and how we can apply our knowledge to our work environment. We ask questions and challenge tradition.

**Team Work:** We work collaboratively with our colleagues and communicate in an open and direct manner. We take opportunities to help others in their success. We resolve conflicts in a timely manner and involve others in the planning and decision making process.