



Guidelines for Volunteers, Interns and Externs

(rev. 9/10)

Introduction

CRISTA Ministries recognizes the valuable and significant contribution that volunteers, interns and externs provide in furtherance of CRISTA's mission. These Guidelines define the terms *volunteer*, *intern* and *extern*, and explain relevant principles, practices and procedures to which CRISTA's ministries and departments should adhere.

Definitions

Volunteers, interns and externs are individuals who offer their experience, knowledge and time to help the organization fulfill its objectives. They primarily serve without the expectation of compensation.

Volunteers are generally individuals who voluntarily provide services for an organization ranging from minor tasks to clerical duties. They are considered volunteers if their services are offered freely without direct or implied pressure or coercion.

Interns are generally students engaging in work within the organization to gain experience in their particular field of study. Interns may be paid or unpaid, and are typically the primary beneficiary of the experience.

Externs are generally students engaging in work within the organization to gain experience in their particular field of study. Externs differ from interns in that they may receive academic credit from their educational institutions for their experience with the organization. In these cases, the organization must have a prior partnership with the educational institution.

CRISTA Volunteer Appointment Guidelines

The following criteria apply to volunteers:

- ❖ volunteers should not engage in tasks that facilitate the loss of an existing employee's placement, or assume projects which were performed by recently terminated employees;
- ❖ current CRISTA employees may not serve as volunteers in a capacity that is similar to the work for which they are ordinarily paid;
- ❖ former CRISTA employees are required to wait for a period of 6 months after their employment is terminated if they wish to volunteer within the same ministry;
- ❖ the volunteer should *not be guaranteed* future employment in exchange for his or her service;
- ❖ there should be mutual understanding, in writing, between the volunteer and CRISTA that the volunteer will not be compensated for his or her service;
- ❖ volunteers should be assigned an employee who will facilitate and supervise the volunteer's activities, and be the first point of contact for questions, conflicts and any other incident that may arise; and
- ❖ volunteers must undergo criminal and other relevant background checks prior to beginning volunteer work for CRISTA.

Intern/ Extern Appointment Guidelines

The following criteria apply to interns/externs:

- ❖ the training and service should be similar to that which the intern/extern would receive in an educational environment;
- ❖ the intern/extern is the primary beneficiary from the experience;
- ❖ the intern/extern does not replace a paid employee;
- ❖ CRISTA gains no overly significant benefit from the intern/extern's service;
- ❖ the intern/extern should *not be guaranteed* future employment in exchange for his or her service;
- ❖ there is mutual understanding, in writing, between the intern/extern and CRISTA that the intern/extern will not be compensated for his or her service; and
- ❖ interns/externs must undergo criminal and other relevant background checks prior to beginning work for CRISTA.

On-boarding of Volunteers and Interns/ Externs

Step 1: Written Expectations

Prior to service, CRISTA should provide to the volunteer or intern/extern **when appropriate:**¹

- ❖ the duration, hours, expenses, etc. relating to the placement;
- ❖ an outline of the relevant experience necessary to effectively carry out the role; and
- ❖ a written description of the specific tasks and responsibilities.

¹ Usually for long-term volunteer assignments of 30 days or more.

Step 2: Meeting/Interview (preferably in person)

Using the material under Step 1, a designated CRISTA employee should interview the volunteer or intern/extern and discuss the proposed role, its requirements and expectations. A determination should then be made concerning the mutual suitability of the proposed placement.

Step 3: Background/ Reference Checking

Volunteers, interns and externs must undergo background checks via CRISTA's normal background check procedure prior to commencing their service at CRISTA. Depending on the particular placement, it may be appropriate to obtain and check references who can attest to the candidate's character and suitability for the placement.

Step 4: Commencing Service

Upon placement, a designated CRISTA employee should ensure that the volunteer or intern/extern receives the following if appropriate based on his/her service:

- ❖ an orientation that includes a tour of the area in which the individual will be serving;
- ❖ regular supervision and support sessions;
- ❖ positive and constructive feedback on his or her contribution;
- ❖ adequate space and equipment necessary to perform tasks effectively; and
- ❖ training on relevant ministry/department procedures, including appropriate safety information based on the area in which s/he will serve.

For any questions or assistance in meeting these Guidelines, please contact the Human Resources or Legal Department.



Unpaid Volunteer/Intern/Extern Agreement

_____ (Printed Name)

Position: Volunteer Intern Extern

Duties: _____

Other: _____

Ministry/Department: _____

Approximate Duration: From: _____ To: _____

Salary: Uncompensated Approximate Hourly Commitment (per week): _____

CRISTA Ministries expects its volunteers to uphold the purpose, mission, and vision of CRISTA Ministries.

Agreement and Acknowledgment of Non-Payment

I understand and acknowledge that in signing below, I agree to serve as set forth above on a voluntary basis, or through an internship or externship program without financial compensation.

Volunteer/Intern/Extern (**signature**) Date

Ministry or Department Representative (**printed name and signature**) Date
CRISTA Ministries