

DRAFT



Girl Scouts.

Girl Scouts of Western Ohio  
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[www.girlscoutsofwesternohio.org](http://www.girlscoutsofwesternohio.org)

RC = Registration Clerk  
VHRM = Volunteer Human Resources Manager  
MRA = Master Data Base  
GSC = Girl Scout Center  
SICV = Sensitive Issue/Criminal Conviction

### VA- 1 Volunteer Application and Appointment Process

04/08

Steps In Process	Task	Person Responsible	Timeline	Documents & Addendum #'s	Instructions
VA-1	Hard copy/online volunteer application is received at the GSC	Reg. Clerk		Volunteer Application #1	Application is distributed to registration clerk.
VA-2 Yes [Decision]	Is application completely filled out including reference information, completion of background check, and signed certification page?	Reg. Clerk	Within 24 hours of receipt	Checklist for Completed Application #2	The registration clerk reviews the application to ensure it is complete and correct and enters service unit information or staff member contact for community volunteers. Checks Intellicorp for completion of background check.
VA-3 No	Follow-up with applicant on missing information.	Registration Clerk	Within 24 hours of receipt		If application is not complete, registration clerk will follow up with applicant by e-mail or telephone.
VA-4 [Decision] Yes	Is missing information received?	Reg. Clerk	Within 24 hours of receipt		The registration clerk checks forms and enters information.
VA-5	Information is not	Reg. Clerk	Within 24 hours		Registration clerk forwards

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No	received.		of receipt of application		application to VHRM for follow-up.
VA-6	VHRM will follow up with applicant on intentions.	VHRM	Within 48 hours of receipt		VHRM contacts applicant via phone or email to determine status of missing information or intention to volunteer.
VA-7 [Decision] No	What is response in criminal conviction section or status of background check?	Reg. Clerk	Within 24 hours of receipt		Registration clerk enters background check date in MRA.
VA-8 Yes	Give application to VHRM for follow up. VHRM will send letter per SICV instructions.	VHRM	Within 48 hours of receipt	SICV information request letter (Need sample letter and addendum no. here)	Registration clerk forwards application to VHRM if "yes" indicated in criminal conviction section of application or background is "red-flagged" with Intellicorp.
VA-9	Mail references/contact via phone or email	Reg. Clerk	Within 24 hours of receipt	Volunteer Reference form (Addendum #1 in Volunteer Reference process inst.	The registration clerk mails the reference forms to individuals listed in application or VHRM contacts via phone if time sensitive.
VA-10	Enter applicant's information into (Data base used)	Reg. Clerk	Within 3 days of receipt	How-to's of (Data base used) Access #3	The registration clerk enters the applicant's information in (Name of data base).
VA-11	Document the date the references were sent	Reg. Clerk	Within 3 days of receipt	Volunteer Application #1	Registration clerk documents the date the reference forms were mailed.
VA-12 [Decision] Yes	Has background check been completed and references returned w/in 2	Reg. Clerk	Within 2 weeks from date references sent		The registration clerk tracks whether applicant does background check within same 2 week time frame as references.

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	weeks?				
VA-13 No	Background check not completed. (For criminal convictions, follow appropriate process CC-1).	VHRM	Within 2 weeks from date references sent	Ineligible letter #4 "Ineligible – Background Check" report	The VHRM sends an ineligible letter to the applicant, sends a report to service unit managers and membership extension specialists, and forwards the application to the registration clerk.
VA-14 [Decision] Yes	References received at Girl Scouts Center?	Reg. Clerk	Within 2 weeks from date sent		The registration clerk tracks whether reference forms are received within 2 weeks from the date they were sent out. The registration clerk follows the steps outlined in Volunteer Reference Process (VR-1).
VA-15 No	Notify VHRM	VHRM	Within 2 weeks from date sent	Volunteer Reference Process	The VHRM manager follows the procedures outlined in VR-1.
VA-16	Forward completed application	VHRM	Within 1 day of receipt		Once satisfactory results from the background check are received, the application is complete and the VHRM forwards application back to the registration clerk.
VA-17	File Application	Reg. Clerk	Within 2 weeks		The registration clerk will file the application per addendum instructions.
VA-18	Send welcome letter, with appointment notification via email to include New Leader Link & SU	Reg. Clerk	Within 3 days	Welcome Letter #5 "Welcome Letter" Report	The registration clerk sends a welcome letter to the volunteers listed on the report which indicates appointment of new volunteer. <b>NOTE: Reappointment is issued</b>

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Steps In Process	Task	Person Responsible	Timeline	Documents & Addendum #'s	Instructions
	contact to volunteer.				<b>by SUM.</b>
VA-19	Distribute welcome letter report to VHRM	Reg. Clerk	Within 1 day	“Welcome Letter” Report	The registration clerk runs report and the VHRM e-mails/mails the welcome letter report to service unit managers, training liaisons, membership extension/outreach specialists, and training delivery specialists.
VA-20	Distribute application pending report to VHRM	Reg. Clerk	Weekly	“Applications Pending” report	Reg. clerk will distribute the application pending report to VHRM who will notify respective membership staff member and service unit manager if necessary.
VA-21	File application	Reg. Clerk	Within 2 weeks		The registration clerk files application per addendum instructions in VHRM files.