



POLICY/PROCEDURE

Focus Area:
Site and Member Services

See Also: Member Service Agreement; Member Placement Contract; FRM-105A

POL – 105

PROVIDING ADEQUATE SUPPORT AND OVERSIGHT OF MEMBERS

This Policy/Procedure applies to the supervision of all Washington Service Corps (WSC) AmeriCorps members, including Washington Reading Corps (WRC) members and any other AmeriCorps project area managed by WSC.

As noted in the WSC Member Placement Contract, each member is required to have direct support and oversight from the Sponsoring Organization and/or service site location. The Sponsoring Organization will use the WSC Member Service Agreement to ensure all aspects of service are performed according to WSC AmeriCorps requirements.

PROCEDURE:

1. Sponsoring Organization Ensures Adequate Oversight of Members

- a. Identify staff from the Sponsoring Organization or service site location to provide support and oversight of the members.
 - i. Identify a primary site staff and backup/secondary site staff.
 - ii. All site staff must read and become familiar with the *Member Service Agreement*, *position description*, and the *AmeriCorps Member Placement Contract*.
 - iii. The primary site staff will approve member timesheets and should be the key contact for WSC.
- b. Ensure AmeriCorps member's primary site staff completes WSC trainings scheduled in the summer, as well as ongoing training throughout the program year. Advance information will be provided.
 - i. Ensure all backup site staff, as well as any new site staff added during the program year, watch the orientation video on the WSC website.
- c. Recognize and support distinct roles and responsibilities of the AmeriCorps member(s) as outlined in the member's position description.
 - i. Ensure that other service site employees understand that members are not employees of the Sponsoring Organization or service site.
 - ii. All employees should understand that members will not be expected or allowed to perform duties of employees as part of their service.
- d. Ensure that members follow the requirements in the *Member Service Agreement*.
 - i. Including, submitting their Stories of Service each quarter.

2. Sponsoring Organization Coordinates Changes With WSC/WRC

- a. In the event of a change in site staff:
 - i. Notify WSC Site and Member Services (SMS) Coordinator and submit a signed Change of Site Staff form (FRM-105A) for the member within two business days of the change.
 - ii. Update WSC AmeriCorps Member position descriptions as necessary and submit to the WSC for approval.
 1. Changes in member's service site, schedule, or duties require an amended position.
 - iii. If the WSC becomes aware of any change without prior approval, it may result in the removal of the member from the Sponsoring Organization to fulfill the service at another service site.

3. Sponsoring Organization Provides Member Orientations

- a. Orient member(s) to AmeriCorps; WSC; the Sponsoring Organization; the service site; the community demographics and client base; and the service they will provide.
- b. Ensure member(s) are aware of safety measures and procedures of the service site and Sponsoring Organization.
- c. Introduce member(s) to other organization staff and include member(s) in appropriate organization functions.
- d. Inform member(s) about your organization's policies, rules of conduct, and appropriate behavior, including procedures for communicating service hours and absences.
- e. Provide member(s) with policy manuals and/or handbooks, and include your organizational chart.
- f. Provide member(s) with a safety orientation and ensure members have all required safety equipment to serve.

4. Sponsoring Organization Coordinates Performance Issues and Disciplinary Actions With WSC

- a. Orient any new primary or secondary site staff to their AmeriCorps responsibilities and ensure they review this MSA, the Member Placement Contract, and the policies & guidance materials on the WSC website.
 - i. Ensure that all new site staff watch the recorded new Site Staff Orientation and provide certification to WSC that it has been completed.
- b. Communicate immediately with WSC SMS Coordinator regarding member(s) performance issues or other program concerns.
- c. Document member performance/personnel issues in writing, including actions taken toward resolution.
 - i. Be prepared to forward documentation to WSC as requested and to ensure proper documentation for member file.

- d. Follow AmeriCorps Member discipline procedures as outlined in the Member Service Agreement and WSC policy *POL-130 – Managing Member Conduct*.
- i. Work with the WSC SMS Coordinator if there are any service site policy conflicts or different approaches.
 - 1. Refer to Order of Precedence in the Member Placement Contract.

5. Sponsoring Organization Coordinates With WSC/WRC Prior to Removal or Transfer of Members

- a. Consult with WSC SMS Coordinator prior to taking action to remove or transfer a member.
- b. Any removal or transfer of a member without prior approval may result in corrective action according to the AmeriCorps Member Placement Contract.

6. Sponsoring Organization Strives for Full Retention

- a. Use retention strategies to ensure member(s) successfully completes their full term of service both total hours and full term of service.
 - i. If a Sponsoring Organization or one of its sub-grantees or member service sites hires a WSC member before the completion of that member's agreed-upon term of service, the WSC may elect not to place another member with that organization or the sponsoring organization in the future.
- b. If a member indicates the intent to leave his or her service early, contact the WSC SMS Coordinator immediately.
 - i. Troubleshoot reasons for exit with member and WSC SMS Coordinator in efforts to retain member.
 - ii. If early exit is unavoidable, ensure completion of all WSC-required exit documentation, per checklist on WSC website, prior to member leaving service.