

A decorative border of various tropical leaves in shades of red, pink, green, and dark blue surrounds the central text. The leaves include monstera, palm, and other foliage types.

Teen Volunteer Handbook

Summer 2022



**CITY OF AGOURA HILLS
DEPARTMENT OF COMMUNITY SERVICES
MISSION STATEMENT**

The Agoura Hills Department of Community Services takes a leadership role in improving the quality of life for the community through diverse recreational opportunities that promote families and individuals, community involvement and a desire to preserve the natural and cultural resources of Agoura Hills.

TEEN VIP PROGRAM GOALS

- To provide volunteers with hands-on experience and direct exposure to a variety of programs offered by the Agoura Hills Recreation Center.
- To provide volunteers the opportunity to be of service to the community and to accomplish a feeling of achievement and satisfaction.
- To provide new learning situations for volunteers and staff.
- To strengthen the present skills of the volunteers and to introduce new skills.
- To offer educational opportunities and experience in areas such as the fine arts, career skills, human relations, communications, and public interaction.
- To offer exposure to career opportunities in recreation and clerical fields.



HELPFUL CONTACT INFORMATION

TEEN VIP COORDINATOR

Rob Williams,
Community Services Coordinator
(818) 597-7324
rwilliams@agourahillscity.org

CITY OFFICES

Agoura Hills Recreation & Event Center

29900 Ladyface Ct
Agoura Hills, CA, 91301
(818)597-7361

City Hall & Library

30001 Ladyface Court
Agoura Hills, CA, 91301
(818)597-7300

WHAT ARE MY RESPONSIBILITIES?

WORK ASSIGNMENT & JOB DUTIES

Your specific job duties will vary depending on your volunteer position. An overview of your specific duties will be reviewed with you by your supervisor as duties are assigned.

CONDUCT

As a representative of the City of Agoura Hills, you must be on your **best behavior!** Some assignments may include virtually working with children and you are an important role model to them. If you are recording yourself or on Zoom for an official volunteer assignment, you need to conduct yourself with professionalism, as well be aware of your surroundings. Be sure to choose an area of your home or work space that is clear of clutter or distractions – blank walls behind you are always best. No inappropriate behavior or foul language will be tolerated.

DRESS/APPEARANCE

If your duties require you to be seen through online video chats, such as through Zoom, or a video posted to the Teen Instagram (@AH_Teens), be sure to dress appropriately. This means, dress as if you were going to work with children or volunteer in person (i.e. no pajamas, low cut tops, short shorts). Please be sure to groom your hair before you are on camera as well! 😊

TIME SHEETS

If you would like to track your hours, please use the timesheet provided on the last page of this packet, and have your supervisor initial the days at the end of the summer. Turn this form in to Rob Williams at the end of the summer and you will be mailed an official letter stating the total number of hours worked. A completed timesheet is required to receive a formal letter at the end of the summer!

You may also use the official form provided by your school to track your hours in addition to the time sheet and official letter, or on its own.

ABSENTEEISM

Volunteers, just as paid staff, are expected and needed at their assigned duties. You are an important part of our program and are depended on by other staff members. If you are going on vacation or become ill and are unable to complete a project or duty, notify your supervisor immediately so they can plan accordingly.

NEW VOLUNTEER PROGRAM IDEAS

If you have a new idea for a volunteer opportunity or program, please request and fill out a Volunteer Proposal Form. This will allow your supervisor to get a clear idea with all the necessary information and details to move forward and execute your ideas.



