



HOWARD COUNTY SHERIFF'S OFFICE

GENERAL ORDER ADM-16 STUDENT VOLUNTEER PROGRAM

EFFECTIVE APRIL 25, 2011

This General Order contains the following numbered sections:

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I. POLICY

The Howard County Sheriff's Office (HCSO) recognizes that part of its commitment to community involvement is the development of a Student Volunteer Program. Utilizing students from both local and out-of-state colleges and universities, the program provides students with the opportunity to observe and participate in designated activities within the Office.

Additionally, the Student Volunteer Program provides current HCSO members with the opportunity to observe potential deputy candidates in action. Because of this, the focus of the program is designed to offer student volunteers a variety of different experiences within the Office.

Student volunteers also provide supplementary personnel resources to the Office. By assisting in the performance of technical and administrative non-enforcement tasks, student volunteers enable sworn and civilian employees to devote more time and energy to higher priority assignments.

II. DEFINITIONS

A **Student Volunteer** is defined as a student attending a college or university, usually majoring in criminal justice or a related field, who performs volunteer service in order to gain career-related experience and/or earn course credits.¹ Student volunteers work for the affiliated agency in a part-time, unsalaried, non-sworn capacity because of their interest in contributing to and supporting the HCSO.²

III. PROGRAM RESPONSIBILITY

- A. The responsibility for the coordination of the Student Volunteer Program is assigned to the Research & Planning Section.
- B. Specific responsibilities include:
 - 1. Coordination with local colleges and universities;
 - 2. Interviewing prospective interns;
 - 3. Evaluating intern eligibility;
 - 4. Coordinating necessary form completion;

¹ CALEA 16.4.1 b

² CALEA 16.4.1 a

5. Intern placement & training; and
 6. Program evaluation.
- C. The Program Director shall keep a file of all completed forms and necessary documentation, including original forms and any documentation required by the student volunteer's academic program if participating in the program for course credit.
- D. The Program Director shall forward copies of the following documents to the County Office of Human Resources for review:
1. HCSO Memorandum of Understanding;
 2. HCG Application for Student Volunteer Experience; and
 3. HCG College Internship Memorandum of Understanding

IV. PROGRAM ELIGIBILITY

Candidates for the Student Volunteer Program shall meet the following eligibility requirements:

- A. Minimum of 18 years of age.
- B. Currently enrolled as a student in a college or university, either local or out-of-state.
- C. Approval of a faculty advisor, if volunteer work is being completed for course credit.
- D. Successful completion of a background criminal investigation and oral interview, conducted by the Program Director.
- E. Completion of the Howard County Sheriff's Office *Student Volunteer Program Application* (HCSO 7004a), *Memorandum of Understanding* (HCSO 7004c), and *Confidentiality Agreement* (HCSO 7004b).

V. REQUESTS FOR STUDENT VOLUNTEERS

- A. Section supervisors and Division Commanders may make requests for student volunteers. All requests for student volunteers must be submitted to and processed by the Program Director (with assistance from the Chief Deputy, if necessary).
- B. Requests for student volunteers must be made by *Form 16 Memorandum* from either the Section Supervisor or Division Commander. The memorandum must include:
 1. Purpose of the position;
 2. Job description;
 3. Qualifications needed;
 4. Training required;
 5. Skills & benefits the student volunteer will acquire; and
 6. Scheduling details
- C. A job description will be generated based on the information outlined in the request and will be presented to the prospective student volunteer during his/her interview.

VI. APPLICATION PROCESS

- A. All prospective student volunteers are required to submit to a standard application process which includes the following:
 1. *Howard County Sheriff's Office Student Volunteer Program Application* (HCSO 7004a)
 2. Pre-screening interview with the Program Director

3. Background Investigation, to include but not limited to:
 - a. Criminal History
 - b. Driving Record
- B. Arrangements for the appropriate course credits shall be handled by the intern and his/her faculty advisor.
 1. Evaluations of performance and letters of reference are provided by the Program Director upon request.
 2. Evaluations will be based upon a mutually accepted work plan, approved by the student volunteer's faculty advisor prior to the start of the program.
- C. Student volunteers are selected based on the successful outcome of the application process and the availability of suitable positions. Not all applicants are suitable for work within the Sheriff's Office and may be so informed by the Program Director at any point during the application process.

VII. ORIENTATION & TRAINING

- A. Student volunteers shall perform the following duties, in addition to others as assigned:³
 1. Work with duty officers to greet visitors and screen incoming calls;
 2. File clerk who assists sections with filing, shredding, and administrative work;
 3. Assist Summons Services personnel with folding documents and stuffing envelopes;
 4. Varied copying projects.
- B. The Program Director shall meet with the student volunteer on his/her first day at the HCSO. At this time, the student volunteer shall be provided with a copy of this General Order and time sheets. A photograph of the student volunteer shall also be taken and an identification badge made.
- C. As part of the student volunteer's orientation, he/she shall be required to sign the following documents:
 1. *Student Volunteer Program Memorandum of Understanding & Liability Waiver* (HCSO 7004c)
 2. *Student Volunteer Program Confidentiality Agreement* (HCSO 7004b)
 3. *Howard County Government Application for Student Volunteer Experience* (Form RM-5)
 4. *Howard County Government College Internship Memorandum of Understanding* (Form RM-6)
- D. The Program Director shall provide the student volunteer with a tour of the Administrative, Field and Court Services Division offices, shall introduce him/her to available office staff, and shall brief him/her on the daily operations of the HCSO.
- E. On-the-job training shall be considered sufficient for most positions held by the student volunteer. Specialized training may be provided as needed to instruct in clerical skills, computer applications, and other topics.⁴
- F. Student volunteers shall be attired in civilian business attire.⁵
- G. Every student volunteer shall participate in both the Sheriff's Office Ride Along Program and the Howard County Police Department's Ride Along Program for at least one (1) shift each.

³ CALEA 16.4.1 b

⁴ CALEA 16.4.2

⁵ CALEA 16.4.3

1. The Program Director shall coordinate the scheduling of the HCSO ride along.
2. Student volunteers shall coordinate the ride along with the HCPD and shall report the completion of such a task to the Program Director.

VIII. LIMITS OF AUTHORITY

- A. The duties and responsibilities of the student volunteer shall be clearly addressed at the onset of the program in order to avoid confusion or misunderstandings about the expectations of the work assignments.
- B. The student volunteer shall only be held accountable for that which they have been trained to do.
- C. Student volunteers shall not be assigned duties requiring sworn status (i.e., domestic violence service, warrant service, etc.). However, this shall not prevent student volunteers from participating in ride alongs with deputies providing service.

IX. SUPERVISION

- A. Student volunteers are part of the Howard County Sheriff's Office staff and, as such, shall be treated with courtesy, respect, and fairness.
- B. During each section rotation, the Section Supervisor at the time shall be available for guidance of and questions from the student volunteer. Direction and support shall be clear and consistent.
- C. Student volunteers are expected to report when scheduled and to maintain an accurate record of hours served.
- D. If a student volunteer does not report for duty and neglects to inform either the Section Supervisor, he/she is in violation of the work agreement. Immediately notify the Program Director so that appropriate and timely action may be taken.
- E. Conflicts or concerns that arise on the part of the student volunteer, section supervisor, or co-workers shall be directed to the Program Director for resolution.

X. EVALUATIONS

- A. Regular evaluations shall be conducted to assess the student volunteer's job satisfaction and the success of his/her placement.
- B. Section Supervisors shall provide an evaluation of the student volunteer upon the completion of his/her section rotation.
- C. *Student Volunteer Evaluations* (HCSO 1102) shall be forwarded to the Program Director.

XI. DISMISSAL FROM PROGRAM

- A. In the event a section supervisor, HCSO employee, or the Program Director is dissatisfied with the student volunteer's performance, the assignment may be terminated and the student volunteer either dismissed or reassigned.
- B. Section supervisors shall bring such situations to the attention of the Program Director immediately, before serious work issues arise.

XII. CANCELLATION

This General Order cancels and replaces *General Order ADM-16, Student Intern Program*, dated October 1, 2007.

Authority:

James F. Fitzgerald
Sheriff