



# Community Service Office

Gephardt Institute for Public Service

## Volunteer Rights & Responsibilities

All volunteers have rights as well as responsibilities to the agencies and communities they serve. If you have concerns about your experience, please contact Stephanie Kurtzman, Director of Community Service (935-5066) to discuss them. It is important that you have a positive volunteer experience, and it is also important to identify and address any concerns with an agency so that future students can also have a positive experience.

### Volunteer Rights

- To do meaningful and satisfying work.
- To be carefully assigned to projects that meet your interests and needs.
- To be oriented to the agency – its mission, goals, staff, activities, and policies.
- To be trained appropriately for your work.
- To receive supervision and guidance throughout your community service experience.
- To show initiative and leadership.
- To voice your opinion and have input into program planning and implementation.
- To be treated as a co-worker.
- To have your service hours documented (certificate or letter) upon request.

### Volunteer Responsibilities

- Participate in community service projects with enthusiasm and commitment.
- Be open and honest with the agency about your expectations and abilities.
- Agree to do only what you are qualified to competently handle and realistically accomplish.
- Participate in intake and orientation process (e.g., background checks, paperwork, training).
- Maintain confidentiality and privacy regarding agency information, clients, and personnel.
- Fulfill time and task commitments.
- Provide timely and constructive feedback to the agency if necessary.
- Be comfortable saying “no” if necessary.
- Remember that you represent Washington University to the St. Louis community.
- Clean up after any project.
- Learn from your community service experience.