



Risk Management inc. Apply & Screen Process Summary

Process Owner: Tracy Mann

Issue Date: March 19, 2019

<p>PROCESS PURPOSE AND PRODUCTS</p> <p><i>Why is it important that this process exists?</i></p>	<ul style="list-style-type: none"> • Reduce organizational, volunteer and Resident risks, e.g. injury, saying the wrong things, lawsuits. • Match volunteers to roles inc. discover the hidden talents of volunteers. 																																																						
<p>CUSTOMERS AND REQUIREMENTS</p> <p><i>The names of the people who receive the products/services of the process and their requirements.</i></p>	<ul style="list-style-type: none"> • Volunteer supervisors (e.g. Grant, Sheri, Robert): supply people with the background and skills and heart to perform the roles (with training). • Volunteers: role and expectation clarity • Residents: quality people 																																																						
<p>PROCESS STEPS</p> <p><i>Outline timing and involved people of key steps.</i></p>	<table border="1"> <thead> <tr> <th>Key Steps</th> <th>Frequency/Timing</th> <th>Who</th> </tr> </thead> <tbody> <tr> <td colspan="3">General Risk Management:</td> </tr> <tr> <td>• Conduct a risk analysis (what could go wrong) for each volunteer role</td> <td>Annual</td> <td></td> </tr> <tr> <td>• Situational (environmental, facility) risks assessed, e.g. falls, escape exits.</td> <td>Annual</td> <td></td> </tr> <tr> <td>• Assess insurance</td> <td>Annual</td> <td></td> </tr> <tr> <td>• Assess waivers</td> <td>Annual</td> <td></td> </tr> <tr> <td colspan="3">Application:</td> </tr> <tr> <td>• Complete on-line application</td> <td></td> <td>Volunteer</td> </tr> <tr> <td>• Forward to Volunteer Manager</td> <td></td> <td>Stephanie</td> </tr> <tr> <td>• Review for completeness and content of "screening" answers</td> <td></td> <td></td> </tr> <tr> <td>• File and record in database</td> <td></td> <td></td> </tr> <tr> <td colspan="3">Screening:</td> </tr> <tr> <td>• Hold an initial phone conversation</td> <td></td> <td>Volunteer Mgr</td> </tr> <tr> <td>• Make an assessment, provide feedback</td> <td></td> <td>Volunteer Mgr</td> </tr> <tr> <td>• Hold in-depth interview</td> <td></td> <td>Supervisor</td> </tr> <tr> <td>• Perform background check.</td> <td></td> <td>Stephanie</td> </tr> <tr> <td>• Make a final assessment.</td> <td></td> <td>Supervisor</td> </tr> <tr> <td>• Inform Vol Manager</td> <td></td> <td>Supervisor</td> </tr> </tbody> </table>	Key Steps	Frequency/Timing	Who	General Risk Management:			• Conduct a risk analysis (what could go wrong) for each volunteer role	Annual		• Situational (environmental, facility) risks assessed, e.g. falls, escape exits.	Annual		• Assess insurance	Annual		• Assess waivers	Annual		Application:			• Complete on-line application		Volunteer	• Forward to Volunteer Manager		Stephanie	• Review for completeness and content of "screening" answers			• File and record in database			Screening:			• Hold an initial phone conversation		Volunteer Mgr	• Make an assessment, provide feedback		Volunteer Mgr	• Hold in-depth interview		Supervisor	• Perform background check.		Stephanie	• Make a final assessment.		Supervisor	• Inform Vol Manager		Supervisor
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<p>MEASURES</p> <p><i>What measures are used to know if the process is performing and that customer requirements are being met?</i></p>	<ul style="list-style-type: none"> • Screening. % background checks = 100% per policy/role descriptions. • Good match. Longevity in a role, no redirection because it was a poor match. • No "incidents" (injury, accusation/words, weapon, privacy breach). 																																																						
<p>ASSESSMENT OF SYSTEM PERFORMANCE</p> <p><i>How is the process performing?</i></p>	<ul style="list-style-type: none"> • Yellow. Insufficiently developed process, e.g. no background checks. 																																																						
<p>IMPROVEMENT PLAN</p> <p><i>What is the plan to improve the effectiveness of the process?</i></p>	<ul style="list-style-type: none"> • Develop an incident log. • How long to keep applications? • Conduct root cause analysis on redirections. 																																																						