

QuEST Personnel Policies

- 1) **Hours of work:** QuEST Fellows are expected to work full-time as defined by their agency. (If however, these standard work hours, plus the Fellow's standard commuting time, is greater than 45 hours a week, the Fellow's work week should be reduced to bring the total within that 45 hour window. Leisure time is one of the only compensations to the unpaid.) Work in the office over forty hours per week is discouraged. If QuEST Fellows work over forty hours in a week, they will receive compensatory time off on an hour for hour basis. QuEST Fellows will arrange with their supervisors to use compensatory hours at a time mutually convenient to the agency and the Fellow. Fellows should not work more than one evening shift per week, and if they regularly work on either Saturday or Sunday they need to have two consecutive days off for their "weekend" (ie. Friday and Saturday or Sunday and Monday).
- 2) **QuEST Time:** Please note that the QuEST Program Director will set up a consistent once a month time for "QuEST Time" which will not conflict with essential duties of the Fellow at the agency. This is a 2-3 hour discussion/training involving all Fellows once a month. Two or three times during the year the Program Director will also come to take the Fellow out for lunch or coffee to do a one-on-one check in.
- 3) **Sick leave:** Since QuEST Fellows are volunteers, the concept of paid or unpaid sick leave does not apply. Fellows will not be required to use vacation leave when they are off work due to illness. They will promptly notify their supervisors when they are going to miss work, and will make every effort to return to work as soon as possible. If either Fellows or agencies experience any concerns about excessive use of sick days, they should contact the QuEST Program Director.
- 4) **Vacation leave:** QuEST Fellows will receive three weeks (15 days) of vacation leave during their program year (or more based on the agency's policy). Vacation time will not be earned on an accrual basis. Instead, Fellows may use vacation leave at any point during the year, as long as their absence from work is negotiated for a time mutually agreeable to the agency and the Fellow.
- 5) **Holidays:** Regardless of any floating holidays policy the agency may have, QuEST Fellows should not be required to work on the date of holidays recognized by the agency, but the Fellow may do so if s/he agrees to. They are to have the same number of holidays off as the agency gives its employees.
- 6) **No payment for work:** Except for the \$125 monthly stipend, agencies will not pay QuEST Fellows to perform work, including work outside the Fellow's usual job description. It is important for the equality and integrity of the QuEST volunteer program for all agency placements to follow the same compensation guidelines.
- 7) **Position description:** Agencies are required to provide Fellows and QuEST with a written, well-defined description of their position. Position descriptions should include general areas of responsibility, tasks, skills needed, and goals for the year. Lines of supervision and accountability should be outlined along with a schedule and method for evaluation. The position description will not be significantly changed without approval from all parties.

- 8) Supervision:** Each Fellow should have one agency manager as a primary supervisor. Regular meetings between the Fellow and supervisor should be scheduled weekly in the early months. Even when an Fellow and supervisor work side by side on the daily basis, scheduled meetings to discuss work issues, provide training, and assess goals and progress are valuable.
- 9) Orientation:** Agencies will provide QuEST Fellows with a structured orientation to the agency and its constituents. It is important to introduce Fellows to the personnel policies and organizational structure of the agency; to describe in-depth the issues and needs of the agency's constituent populations; to offer training at the outset for working on issues or with clients; and to give a sense of the broader context, networks and communities which impact the agency. While "on the job" training is integral to an Fellow's experience, it does not replace the need for a structured orientation program.
- 10) Training:** A successful volunteer year includes aspects of both learning and regular employment. As such, agencies are encouraged to provide ongoing training opportunities to Fellows including both internally and externally organized workshops, conferences, classes, etc.
- 11) Evaluation:** Twice a year, QuEST will send agency supervisors an evaluation form to be discussed with the Fellow in a meeting. The first will occur in November. The purpose of this evaluation meeting is to make sure that Fellows know how well they are doing in their new positions and whether they are meeting agency needs and expectations. It provides an early opportunity to make adjustments in work performance or job descriptions. Towards the end of the year a second evaluation will occur. Copies of the written evaluations should be forwarded to the QuEST Program Director for inclusion in the Fellow's permanent QuEST file.
- 12) Grievance:** If the Fellow experiences problems with their service site or in the house, they should talk first with the QuEST Director. If the issue involves the Director or for some reason the Fellow doesn't feel comfortable addressing the issue with the Director, the clerk of the QuEST Committee should be contacted. For significant issues, the QuEST committee will then be notified. The QuEST Committee is the ultimate decision-making authority.