



Project Management Institute - Washington DC
Promoting Excellence in Project Management

Volunteer Handbook

PMIWDC
2014 - 2015

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Introduction

PMIWDC Chapter

The PMIWDC Chapter is a not-for-profit organization founded on October 8, 1978. Our chapter has over 10,000 members. PMIWDC Chapter is the largest chapter out of more than 280 PMI worldwide components.

Get involved with the PMIWDC Chapter experience by Volunteering

Year after year, the PMIWDC Chapter works to create new programs and improve existing ones for the benefit of the chapter. To continue this progress, it is important that chapter members donate their skills and valuable time.

If you are ambitious, dedicated, and willing to help create and implement new ideas; we encourage you to contribute to the PMIWDC experience through the volunteer program.

Why get involved?

Contributing to chapter activities not only improves the chapter, it also benefits the chapter member in many ways. You'll have the opportunity to make a positive difference by:

- Earning Professional Development Units (PDUs)
- Meeting project managers in the local area
- Learning new project management skills
- Enhancing your professional skills (writing, presentation, leadership, etc.)
- Networking with your peers
- Maintaining connections with those involved in the chapter
- Helping those in your community
- Having a great time by contributing to your areas of interest and expertise

As an additional benefit, all chapter volunteers have access to PMI Learn, PMI Global's "university without walls" for PMI's volunteer leaders. Opportunities are continuously updated in the VRMS system.

Mission Statement

Promoting Excellence in Project management

All volunteers offering their services to PMIWDC Chapter will receive a response to their offers within 72 hours and be given a warm welcome, which reflects the value we give to volunteers. It is recognized that volunteers play a very important role in our organization and their efforts contribute to the overall success in the PMIWDC Chapter. The involvement of volunteers for the PMIWDC Chapter will be highly encouraged and supported. The achievement of the goals of PMIWDC Chapter is best served by the active participation of citizens within the project management community.

Policies

Volunteer policies are to provide overall guidance and direction for all volunteer involvement and management efforts. These policies are intended for internal management guidance only and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. PMIWDC Chapter reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policies.

Definitions

Volunteer

A Volunteer is anyone that performs a task at the direction of and on behalf of the PMIWDC Chapter without compensation or expectation of compensation beyond Professional Development Units (PDUs). A volunteer must be officially accepted and enrolled by the PMIWDC Chapter prior to performing and completing the assigned task.

Volunteer Coordination/Management Operational Area

The Volunteer Coordination/Management Operational Area is headed by the VP of Volunteers and consists of a team including the following positions: AVP Volunteer Recruiting Process, AVP Volunteer On-boarding process, AVP Volunteer Development Plan & Recognition and Volunteers.

How do I get started?

To express your interest, please go to Volunteer Resource Management System (VRMS) - <https://authentication.pmi.org/?r=https://vrms.pmi.org/>, submit your information, and apply to an open Volunteer position. The more information provided, the better the chance of being matched to a position quickly.

Your application will be reviewed by the hiring manager of the Volunteer position who is either a Vice-President of the Operational area or an AVP or a Team Lead. The VP/AVP/Team Lead will contact you to discuss about the opportunity. If you have any other questions, you can contact VP of Volunteer Coordination/Management via e-mail at VolunteerManagement@pmiwdc.org.

The screenshot shows a Firefox browser window with the URL `https://authentication.pmi.org/?r=https://vrms.pmi.org/`. The page features the PMI logo and a navigation menu with links for Home, About, Join, Contact, Help, and My Profile. A search bar is located in the top right. Below the navigation, a horizontal menu lists various services: myPMI, Membership, Certification, Professional Development, Get Involved, Business Solutions, PMBOK® Guide and Standards, Knowledge Center, and Marketplace. The main content area is titled "Login" and is divided into two sections: "Existing User" and "New User".

Existing User
If you have an existing account, enter your username and password below.

* Username:
[I forgot my username](#)

* Password:
[I forgot my password](#)

New User
If you are new to PMI, or if you applied for PMI Membership using a paper application, create an account now using our online registration process.

* indicates a required field.

At the bottom of the page, there is a footer with the copyright notice "© 2014 Project Management Institute, Inc." and links for Advertising & Sponsorships, Terms of Use, Privacy Policy, and Sitemap.

Roles

Volunteer

The role of a Volunteer will be clearly defined in the Volunteer Position in VRMS. In every situation where a volunteer is needed, an agreed statement of tasks will be provided. Volunteers are required to be adequately prepared for the volunteer assignments with the understanding of the defined expectations of the role. Specific activities will be identified for which a volunteer can take responsibility.

Volunteer Coordination Operational Area

The productive utilization of volunteers requires a planned and organized effort. The function of the Volunteer Coordination Operational Area is to provide a central coordinating point for effective volunteer management within the chapter, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The department shall also bear responsibility for maintaining liaison with other volunteer-utilizing programs within the PMIWDC Chapter and with assisting in community-wide efforts to recognize and promote volunteering. The VP of Volunteers management shall bear primary responsibility for effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, for reporting and for tracking and evaluating (as applicable) the contribution of volunteers to the chapter. Each Operational area VP shall bear primary responsibility of hiring their own volunteers using VRMS.

Recruitment and Placement

Volunteers shall be recruited by PMIWDC Chapter on a pro-active basis, with the intent of broadening and expanding the volunteer involvement within the community. Volunteers shall be recruited without regard to gender, handicap, age, race or other condition (as per chapter policy). The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the PMIWDC Chapter, and if a requirement of the position, a member of the chapter and/or an active PMI member also. Volunteers may be recruited through either an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function. No final acceptance of a volunteer shall take place without a specific written volunteer position description for that volunteer.

Interviewing

Prior to being assigned or appointed to a position, all volunteers will be interviewed by the Operational Area requesting the volunteer resources to ascertain their suitability and interest for that position. The interview should determine the qualifications of the volunteer, the commitment to fulfill the requirements of the position, and answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by other means.

Placement

The placement of a volunteer in a position should be based on the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met: no volunteer should be assigned to a 'make-work' position and no position should be given to an unqualified or uninterested volunteer.

Supervisor Requirement

Each volunteer who is accepted to a position within the PMIWDC Chapter must have a clearly identified supervisor who is responsible for direct management of the work of the volunteer. This supervisor (normally the hiring manager) shall be responsible for day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

Evaluations

Each Operational Area VP shall receive periodic evaluations to review volunteers' works. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the chapter, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The evaluation session is an opportunity for both the volunteer and the PMIWDC Chapter to examine and improve their relationship.

Records Maintenance

A system of records will be maintained on each volunteer for the PMIWDC Chapter in VRMS; including dates of service, positions held, and duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the VP of Volunteer Coordination Operational Area at VolunteerManagement@pmiwdc.org in a timely and accurate fashion.

Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

Conflict of Interest

No person who has a conflict of interest with any activity or program of PMIWDC Chapter, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the PMIWDC Chapter.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the PMIWDC Chapter or other corrective action. A volunteering policy Agreement will be

available on the PMIWDC SharePoint, and the Volunteer will be required to sign it annually.

Timesheets

Individual volunteers will be responsible for tracking their own hours spent for each activity and submit timesheets through PMIWDC Share Point. The instructions will be available on the SharePoint page.

Rights and Responsibilities

Volunteers are viewed as a valuable resource to PMIWDC Chapter. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the PMIWDC Chapter.

Volunteer Coordination Operational Area Communications

Supervisor volunteers are responsible for maintaining regular communication with the Volunteer Coordination Operational Area on the status of volunteers and for the timely provision of all necessary on line paperwork to the Volunteer Operational Area using VRMS. The Volunteer Operational Area should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

Representation of the Chapter

Prior to any action or statement, which might significantly affect or obligate PMIWDC Chapter, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the PMIWDC Chapter as specifically indicated within their job descriptions and only to the extent of such written specifications.

Service Discretion

PMIWDC Chapter accepts the service of all volunteers with the understanding that such service is at the sole discretion of the chapter. Volunteers must understand that the PMIWDC Chapter may at any time, for whatever reason, decide to terminate the volunteer's relationship with the chapter.

The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the PMIWDC Chapter. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

Resignation

Volunteers may resign from their volunteer service with the chapter at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

Dress Code

As representatives of the PMIWDC Chapter, volunteers are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

How much time is required?

Volunteer opportunities range from short-term commitments (several hours/month) to long-term committee lead roles (Board members/Directors). The PMIWDC Chapter has many different opportunities available, and the hours and skills required for each opportunity vary. We have volunteer opportunities to fit everyone's busy schedule. While the number of positions change, the current list of all positions always will be available in VRMS.

Recognition

An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the PMIWDC Chapter.

All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple "Thank You's" to a concerted effort to include volunteers as full participants in program decision-making and implementation.

Volunteers are encouraged to grow and develop their skills while serving with the PMIWDC Chapter and are to be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. If so desired by the volunteer, the Volunteer Coordination Operational Area should assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

Corrective Action

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

Dismissal

Volunteers who do not adhere to the rules and procedures of the chapter or who fail to satisfactorily perform their

volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisor. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the VP of Volunteer Coordination.

Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to the following:

- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs
- Theft of property or misuse of PMIWDC Chapter equipment or materials
- Abuse or mistreatment of clients or co-workers
- Failure to abide by PMIWDC Chapter by-laws, policies and procedures
- Failure to meet physical or mental standards of performance
- Failure to satisfactorily perform assigned duties

Concerns and Grievances

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing their concern or grievance.

PDU Guidelines (from PMI Global)

The Volunteer PDU Guidelines from PMI can be found at

<http://www.pmi.org/Certification/~media/PDF/Certifications/PDU-Category-Structure-6-pager-FINAL-Aug-2013.ashx>

Documentation required upon PMI audit/request: If volunteer services: letter or certificate from the organization served acknowledging you for leading project tasks or participating as part of a project team. If coaching or mentoring services: evidence supporting your coaching or mentoring arrangement, including notes from and dates of discussion or reading.

We are looking forward to working with you!

APPENDIX A

PMIWDC CHAPTER Org Chart

<https://www.pmiwdc.org/board-directors>