

# The California State Council of SHRM

## Volunteer Handbook



**CalSHRM**  
**1950 W. Corporate Way**  
**PMB 14859**  
**Anaheim, California 92801**

*Dear New Volunteer,*

*Welcome to The California State Council of SHRM Volunteer Service Support!*

*As a volunteer you are part of the Councils dedication to the Human Resource Profession trajectory for the future for the state of California. Through the generous gift of your time, talent and personal interests, you supplement our Mission in offering many special services that are so important to our Chapters, Chapter Members and SHRM members at large.*

*Though your material gains are few, the greatest reward is the special feeling that comes to those who give of themselves to the betterment of others. Volunteering is a great way to learn new skills, serve your community, serve the profession and meet new people.*

*Please take the time to read this handbook. It has been prepared to acquaint you with The California State Council of SHRM and its volunteer program. If you have any questions, please feel free to contact the State Director or any member of the Executive Committee.*

*We welcome you as a volunteer and thank you for choosing The California State Council of SHRM to volunteer and share your time.*

*Sincerely,*

*Michael Letizia, SHRM-SCP  
State Director*

## THE CALIFORNIA STATE COUNCIL OF SHRM

### *History*

The California State Council of SHRM officially began as November 18th, 1986 as the A.S.P.A. California State Council. By way of amendment with the California Secretary of State, the name was changed to California State Council of The Society for Human Resources Management on May 7<sup>th</sup>, 1999, with the dba of CalSHRM.

CalSHRM is the oversight body and organizational liaison between the 16 SHRM chapters, NorCal Community and SHRM members in California, and SHRM headquarters in Alexandria, Va. At CalSHRM, we believe that our professional community of more than 25,000 SHRM members and the 130,000.00 HR practitioners in the state have unique, California-specific challenges and can affect change in California employment by uniting statewide and community with One Voice.

CalSHRM created its income to sustain its business supporting the mission and vision of the HR profession by means of charging every chapter in the State \$1.00 for each member. By way of these payments CalSHRM continued its mission and meet with chapters who paid their way to 4 meetings a year.

CalSHRM today has gone from a business with basic sustainability to a respected Council of HR Professionals and Chapter representatives.

CalSHRM in 2011 started the California Legislative and HR Conference and since that date we have seen a 748% growth in conference attendance and a 60% growth in Hill Day advocacy visit participants making it the largest state delegation of HR Professions to participate in a Hill Day visit by SHRM Chapters and SHRM State Councils.

CalSHRM in 2014 entered into a Memorandum of Understanding with the chapters whereby they no longer paid the \$1.00 per chapter member, but instead, CalSHRM was remunerating the chapters for attending the quarterly meetings, representing the brand and promoting the HR Profession.

CalSHRM in 2017 had its first Volunteer Leadership Summit for California Chapter volunteers. This event was not to replace the SHRM National Volunteer Leadership Summit but to augment and allow other volunteers that were not able to attend to receive the message and guidance for volunteer services to the HR profession.

### *Mission*

*CalSHRM connects, supports and serves California HR Community through education, thought leadership and advocacy to inspire professional development and deliver business success.*

### *Vision*

*CalSHRM is recognized, united voice for HR professionals and people managers in California*

### *Values*

**Leadership:** We provide and promote strong ethical leadership through mutual trust, respect, and Strategic objectives that drive success

**Relationships:** We build positive business relationship with Local Chapters, Communities and SHRM, by working side by side delivering solid business value

**Collaboration:** We promote synergy through common goals, shared information, and fully aligning mutual interests

**Support:** We commit to the success of our Chapters, Communities and SHRM through steadfast Support and development of SHRM members

**Service:** We deliver outstanding service Local Chapters, SHRM and our Communities through Engaged volunteers

**Community:** We contribute to our community to our HR Community through purposeful actions and initiatives that demonstrate our values

### ***Our Volunteer Service Standards***

*CalSHRM has identified important service excellence standards. They define behavioral expectations for individuals and committees and help us to achieve our mission and value. These standards are:*

- Member Relations – how we interact with members face-to-face and on the phone*
- Self Management – how we meet our volunteer organizational standards*
- Teamwork – how we work together to meet our customer's needs*
- Communication – how we use words, tone and body language to send and receive messages*
- Ownership and Accountability – how we take care of our council business*
- Continuous Process Improvement – how we improve the safety and quality of our service*

### **VOLUNTEER REQUIREMENTS**

**Volunteer Minimum Age:** 18 Years

**Volunteer Definition:** Volunteers are defined as those that perform tasks or contribute to the strategy of CalSHRM as outlined in the Volunteer Role Descriptions as CalSHRM is a 501©6 charitable organization under the suffix of education. At no time is any volunteer role under CalSHRM considered to be an employee. Volunteers that possess a business or service that provides such services to CalSHRM will need to submit a Conflict of Interest disclosure to the Continuity Committee for review and approval.

**Number of Hours Required:** Volunteer roles have different commitments, but at a minimum we request a commitment of 30 minutes of service however, please see the specific role descriptions for the estimates per role. However, the amount of hours may be subject to change depending upon the needs of the council and with approval of the Executive Committee.

**Processing Required:** Prospective volunteers must complete a volunteer application and subsequent video application.

**Interview(s):** After completing the application process, a screening interview must be scheduled with the Continuity Committee which has the responsibilities of interviewing potential nominees to the council. Applicants are reviewed and considered based on assessed skills, interests, level of demonstrated commitment and the availability of volunteer positions.

**Elected Roles:** Pursuant to CalSHRM by laws, a slate of nominees is presented to the council for vote and ratification no later than October 31<sup>st</sup> of the applicable year.

**Orientation and Role Transition:** Once a volunteer has been elected and ratified to a role, orientation and transition are scheduled with the State Director, Past State Director, Director Elect and a SHRM representative if available.

**Attendance:** Volunteers are expected to meet their commitments to their scheduled service hours. Which include attendance to CalSHRM meeting and conference calls. The Executive Committee should be notified of any extensive absences and/or ability to keep up or continue volunteer responsibilities as assigned.

### **POSITION DESCRIPTIONS**

The California State Council of SHRM Executive Committee defines each volunteer roles, competencies, requirements, and responsibilities in a Volunteer Position Description. Volunteers are welcome to present suggested changes to the position description descriptions to the Executive Committee. Position descriptions are reviewed for revision yearly.

### **RESIGNATION**

Volunteers wishing to resign from their assignment must provide notice to the State Director

### **DISCIPLINARY ACTION & TERMINATION OF SERVICES**

If, at any time, a volunteer's performance or conduct needs improvement it may become necessary for the volunteer to have a discussion with the State Director. Depending on the situation, specific improvements may be agreed upon; additional training may be necessary; reassignment, or reassignment, may be appropriate; or if the problem can't be resolved satisfactorily for all involved, the volunteer be released from volunteer services.

CalSHRM reserves the right to release a volunteer if the action is in the best interest of both parties.

## GRIEVANCES

If there is a concern that cannot be resolved within the council, please direct the concern to the Continuity Committee. Volunteers are also asked to bring any suggestions or ideas to the Executive Committees attention.

## CONFIDENTIALITY/ETHICS

Volunteers should not participate in any idle gossip members, chapters, or other volunteers regarding inappropriate subjects and/or items regarding CalSHRM policy and procedures.

Volunteers are representing the brand of CalSHRM, SHRM and the HR Profession,

## SERVICE EXCELLENCE

This policy provides guidelines for communications and behaviors by that foster favorable relations between volunteers, chapters, members and SHRM. It is a **continuous and ongoing** process for the California State Council of SHRM.

The California State Council of SHRM, we recognize that the HR Profession advances with our strategy of services that each of us creates a moment of excellence with our communications and actions. Therefore, we place a high degree of importance on establishing and maintaining an atmosphere of friendliness, courtesy, concern for the HR Professional and those that manage people.

### *Procedure – How is this accomplished?*

**Be aware** of and concerned about how your demeanor and actions affect Chapter leaders, Chapter members and SHRM members at large

**Break the Ice** – Smile! It costs nothing. Make eye contact, introduce yourself, and lend your assistance at council meetings

**Respond Quickly**: When a chapter leader, chapter member or member at large requests assistance respond as quickly as possible.

**Listen and Act** – Don't blame others for issues. Listen, then do all you can to resolve the issue and/or bring it to the attention of the State Director

*Treat everyone the way they like to be treated and you won't go wrong!!*

## NO HARASSMENT POLICY

As a matter of The California State Council of SHRM, volunteers are asked to adhere to set standards for harassment. **Harassment includes**: Threats, demands, retaliation, or other conduct that results in the creation of a hostile workplace, whether that conduct is verbal, non-verbal, physical or visual. **Sexual harassment** includes any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Any volunteer found to have engaged in harassment will be subject to appropriate disciplinary action up to and including termination. To report any harassment or other unwelcome behavior please contact a member of the Continuity Committee