Volunteer Program Management

Coordination Guide

Effective Date: 9/14/2026
Version: 1.0
Program Manager: Volunteer Coordinator

1. Purpose

This guide establishes a consistent process for coordinating Volunteers, Supervisors (Accepting Official), Volunteer Coordinator, and participating organizations within the Volunteer Management Program.

It ensures that Volunteers enter the program appropriately, Supervisors (Accepting Official) understand their responsibilities, required forms are completed and maintained, volunteer hours are reported, and communication between Volunteers, Supervisors, participating organizations, and the Volunteer Coordinator is consistent.

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2. Required Forms

Form	Purpose	Responsibility
Form 1 – NAVMC 5380/1	Records Volunteer hours and Supervisor (Accepting Official) verification.	Volunteer
Form 2 – NAVMC 5380/2	Enrolls the individual in the Volunteer Program.	Volunteer, Volunteer Coordinator & Supervisor (Accepting Official)
Form 3 – NAVMC 5380/3	Establishes an individual as a Supervisor (Accepting Official) after attending the Volunteer Ready mandatory training.	Supervisor (Accepting Official)
Form 4 – DD FORM 2793	This form is completed by the Supervisor (Accepting Official) and Volunteers. It is retained by the Supervisor (Accepting Official) as documentation to ensure appropriate liability	Supervisor (Accepting Official)

Form	Purpose	Responsibility
	and coverage in the event of an injury or incident while volunteering.	
Form 5 – Non-federal Entities	This form is to be signed by the Non-Federal Entity Supervisors (Accepting Officials) (USO, RED CROSS, NMCRS, Food Pantries, Animal Shelters, etc.) This aids in ensuring these organizations volunteering activities are in line with the installation's overall Volunteer Management Program.	Organization's Designated Representative

Copies of completed forms are encouraged to be provided to the Volunteer Coordinator.

The Supervisor (Accepting Official) responsible remains responsible for maintaining the original documentation as required.

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3. Roles and Responsibilities

3.1 Volunteer Coordinator

The Volunteer Coordinator serves as the central coordination point for the overall Volunteer Management Program.

The Volunteer Coordinator is responsible for:

- Coordinating the overall Volunteer Management Program.
- Gathering volunteer opportunities and publishing the Volunteer Newsletter featuring available opportunities.
- Receiving and maintaining records of submitted volunteer hours.
- Maintaining communication with Supervisor (Accepting Official).
- Supporting coordination between participating organizations and the Volunteer Program.

- Coordinating the annual volunteer recognition/award ceremony.

The Volunteer Coordinator is **not responsible for the day-to-day supervision of Volunteers, providing their activity-specific training, or maintaining Supervisor (Accepting Official) supervisor's required activity documentation.**

3.2 Supervisor (Accepting Official)

The designated volunteer Supervisor (Accepting Official) serves as the point of contact for the organization and acts on behalf of the organization for Volunteer Management Program purposes.

The Supervisor (Accepting Official) is responsible for:

- Completing **Form 3 – NAVMC 5380/3** after undergoing required mandatory training course: **Volunteer Ready** and providing **Form 3 – NAVMC 5380/3** to the Volunteer Coordinator.
- Serving as the primary point of contact for Volunteers within the organization.
- Ensuring Volunteers receive any training required for their specific volunteer activities.
- Providing appropriate supervision.
- Completing **Form 4 – DD FORM 2793 with the Volunteer before every volunteer opportunity**.
- Maintaining **Form 4 – DD FORM 2793** and other required activity documentation.
- Verifying volunteer hours on **Form 1 – NAVMC 5380/1 by signing said form**.
- Directing prospective Volunteers to the Volunteer Opportunities webpage when they approach the prospective volunteer organization directly.
- Communicating relevant volunteer information, changes, or concerns to the Volunteer Coordinator.
- Ensuring the organization follows the applicable Volunteer Management Program requirements.

3.3 Volunteer

The Volunteer is responsible for:

- Completing **Form 2 – NAVMC 5380/2** as required and sending it to the Volunteer Coordinator for them to sign.
- Completing required documentation with the Supervisor (Accepting Official).
- Recording volunteer hours accurately on **Form 1 – NAVMC 5380/1**.
- Obtaining Supervisor (Accepting Official) verification of hours by requesting their signature on **Form 1 – NAVMC 5380/1**.
- Submitting **Form 1 – NAVMC 5380/1** to the Volunteer Coordinator according to the established reporting schedule, which is the **20th of every month**.
- Completing required training and following the instructions of the Supervisor (Accepting Official).
- Communicating changes affecting their volunteer participation.

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4. Volunteer Intake and Process

Volunteer intake will be coordinated electronically through the existing Volunteer Management forms and established organizational communication channels. The process provides a consistent pathway for individuals to enter the Volunteer Program while clearly distinguishing the responsibilities of the Supervisor (Accepting Official) and Volunteer Coordinator.

There are two primary ways an individual may enter the Volunteer Program:

1. Through the **Volunteer Coordinator or through the Volunteer Opportunities Webpage process**.
2. By approaching a **participating organization or Supervisor (Accepting Official) directly**.

In either case, **Form 2 – NAVMC 5380/2 is the individual's enrollment into the overall Volunteer Program** and is not tied to a particular organization or supervisor.

4.1 Enrollment Through the Volunteer Coordinator or Volunteer Opportunities Webpage

An individual may contact the Volunteer Coordinator directly to express interest in joining the Volunteer Program. An individual may also learn about the program through the Volunteer Opportunities website.

In either situation, the individual should be provided, or access, the electronic **Form 2 – NAVMC 5380/2** and instructions for completing it.

The process is:

1. Individual expresses interest in joining the Volunteer Program to the Volunteer Coordinator or by going to the Volunteer Opportunities website.
2. Individual receives **Form 2 – NAVMC 5380/2** from the Volunteer Coordinator or accesses the **Form 2 – NAVMC 5380/2** through the Volunteer Opportunities website.
3. Individual completes **Form 2 – NAVMC 5380/2** electronically.
4. Completed **Form 2 – NAVMC 5380/2** is submitted to the Volunteer Coordinator at OMBIwakuni.BaseVolunteerCoordinator@usmc-mccs.org
5. Volunteer Coordinator reviews and digitally signs **Form 2 – NAVMC 5380/2**.
6. The signed **Form 2 – NAVMC 5380/2** is processed through the established electronic communication method.
7. The individual's enrollment in the Volunteer Program is finalized, and the form remains archived by the Volunteer Coordinator. The Volunteer Coordinator shall confirm the enrollment to the Volunteer.

No Supervisor (Accepting Official) approval is required for Form 2 – NAVMC 5380/2.

If the individual has already identified a volunteer opportunity or organization, that information may be communicated to the Volunteer Coordinator; however, the Volunteer Coordinator's role at this stage is to facilitate program enrollment, not to assume responsibility for the individual's placement or supervision.

4.2 Enrollment When an Individual Approaches an Organization Directly

An individual may approach a participating organization or Supervisor (Accepting Official) directly about volunteering.

In this situation, the organization should first determine whether the individual is already enrolled in the Volunteer Program by having filled out **Form 2 – NAVMC 5380/2** and having sent it to the Volunteer Coordinator by asking the Volunteer.

If the individual is not enrolled:

The Supervisor (Accepting Official) should:

1. Provide the individual with the **Form 2 – NAVMC 5380/2** instructions/link which can be found in the Volunteer Opportunities website.
2. Direct the individual to complete **Form 2 – NAVMC 5380/2** electronically.
3. Provide the Volunteer Coordinator's email for submission: OMBIwakuni.BaseVolunteerCoordinator@usmc-mccs.org
4. Explain that **Form 2 – NAVMC 5380/2** must be signed by the Volunteer Coordinator before enrollment is finalized.
5. Once enrollment is confirmed, proceed with the organization's applicable volunteer requirements.

The Supervisor (Accepting Official) does **not** approve or sign **Form 2 – NAVMC 5380/2** .

If the individual is already enrolled:

The Supervisor (Accepting Official) may proceed directly with the organization's volunteer intake and activity requirements.

The Supervisor then becomes responsible for the individual's participation within that organization, including applicable training, supervision, fulfilling **Form 4 – DD FORM 2793**, and verification of hours.

4.3 After Enrollment

Once the individual has been enrolled in the Volunteer Program, the Volunteer may participate with participating entities and activities for which they meet the applicable requirements.

At this stage:

- The appropriate Supervisor (Accepting Official) is identified for the specific volunteer activity by the Volunteer.
- The Supervisor (Accepting Official) assumes responsibility for the Volunteer's participation within that organization or activity.
- The Supervisor (Accepting Official) ensures any required activity-specific training is completed.
- **Form 4 – DD FORM 2793** is completed with the Volunteer **before every volunteer opportunity begins**.
- The Supervisor (Accepting Official) maintains **Form 4 – DD FORM 2793** and other applicable activity documentation.
- The Supervisor (Accepting Official) verifies the volunteer's hours on **Form 1 – NAVMC 5380/1**, which requires a signature from the Supervisor (Accepting Official).

A Volunteer may participate with multiple organizations and may therefore have different Supervisor (Accepting Official) for different volunteer activities while remaining enrolled under the Volunteer Program. Additionally, the Volunteer may use the same **Form 1 – NAVMC 5380/1** to list the different volunteering hours they have accumulated through different volunteering entities.

4.4 Volunteer Hours and Documentation

After completing volunteer activities, the Volunteer records their hours on **Form 1 – NAVMC 5380/1**.

The Supervisor (Accepting Official) reviews and verifies the hours by signing **Form 1 – NAVMC 5380/1**.

The completed **Form 1 – NAVMC 5380/1** should then be submitted by the Volunteer electronically before the 20th of every month to:

Volunteer Coordinator: Maria Rodrigues
Email: OMBIwakuni.BaseVolunteerCoordinator@usmc-mccs.org

Recommended subject line:

Volunteer Hours – [Volunteer Name] – [Month/Year]

The Volunteer Coordinator receives and records the reported hours for program coordination, reporting, and annual volunteer recognition.

The Supervisor (Accepting Official) remains responsible for maintaining documentation that falls under their responsibility, including **Form 4 – DD FORM 2793**.

Supervisor (Accepting Officials) are highly encouraged to provide the Volunteer Coordinator with copies of verified volunteer hours and other applicable documentation directly, when convenient, to support timely program reporting and recordkeeping.

4.5 Communication and Submission Points

The Volunteer Coordinator's email serves as the primary electronic submission point for:

- Completed **Form 2 – NAVMC 5380/2** requiring Coordinator signature.
- **Form 1 – NAVMC 5380/1** and verified volunteer hours.
- Copies of applicable documentation when appropriate.
- Program-level questions or coordination.

Volunteer Coordinator: Maria Rodrigues
Email: OMBIwakuni.BaseVolunteerCoordinator@usmc-mccs.org
Phone: 253 - 7106

The Supervisor (Accepting Official) remains the primary contact for the volunteer's day-to-day activity, supervision, training, and activity-specific documentation.

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5. Overall Process

There are two ways an individual may begin the enrollment process. Once enrolled, the Volunteer must complete the applicable activity requirements before participating.

Route 1 — Through the Volunteer Coordinator or Volunteer Opportunities Website

1. Individual expresses interest in joining the Volunteer Program.
2. Individual receives/accesses **Form 2 – NAVMC 5380/2** instructions.
3. Volunteer completes **Form 2 – NAVMC 5380/2**.
4. **Form 2 – NAVMC 5380/2** is submitted to the Volunteer Coordinator.

5. Volunteer Coordinator reviews and signs **Form 2 – NAVMC 5380/2**.
6. Volunteer is enrolled in the Volunteer Program and is informed of their enrollment by the Volunteer Coordinator.
7. Volunteer connects with a participating organization or volunteer activity.
8. Supervisor (Accepting Official) is identified.
9. Supervisor (Accepting Official) provides any required training.
10. **Form 4 – DD FORM 2793** is completed with the Volunteer before the activity.
11. Volunteer participates in the activity.
12. Volunteer completes **Form 1 – NAVMC 5380/1**.
13. Supervisor (Accepting Official) reviews and verifies **Form 1 – NAVMC 5380/1** by signing said form.
14. **Form 1 – NAVMC 5380/1** is submitted by the Volunteer to the Volunteer Coordinator before the 20th of every month.
15. Volunteer hours are recorded.

Route 2 — Individual Approaches an Organization Directly

1. Individual approaches a participating organization or Supervisor (Accepting Official).
2. Supervisor (Accepting Official) determines whether the individual is already enrolled in the Volunteer Program.
3. **If the individual is not enrolled**, the Supervisor (Accepting Official) provides the individual with **Form 2 – NAVMC 5380/2** instructions and guide to where to access this form.
4. Volunteer completes **Form 2 – NAVMC 5380/2**.
5. **Form 2 – NAVMC 5380/2** is submitted to the Volunteer Coordinator.
6. Volunteer Coordinator reviews and signs **Form 2 – NAVMC 5380/2**.
7. Volunteer is enrolled in the Volunteer Program.
8. Supervisor (Accepting Official) identifies the applicable volunteer activity.
9. Supervisor (Accepting Official) provides any required training.

10. **Form 4 – DD FORM 2793** is completed with the Volunteer before the activity.
11. Volunteer participates in the activity.
12. Volunteer completes **Form 1 – NAVMC 5380/1**.
13. Supervisor (Accepting Official) reviews and verifies **Form 1 – NAVMC 5380/1** by signing said form.
14. **Form 1 – NAVMC 5380/1** is submitted to the Volunteer Coordinator before the 20th of every month.
15. Volunteer hours are recorded.

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6. Communication Pathway

The Supervisor (Accepting Official) and Volunteer Coordinator may communicate directly as needed.

The Supervisor (Accepting Official) is the primary contact for the volunteer's day-to-day activities, supervision, training, and activity documentation. The Volunteer Coordinator is the program-level coordination point for enrollment, program questions, and annual recognition.

The Supervisor (Accepting Official) should notify the Volunteer Coordinator when:

- A Supervisor (Accepting Official) changes.
- There is a question regarding volunteer program requirements.
- There is an issue that requires program-level coordination.
- Information is needed for annual volunteer recognition or reporting.

Routine day-to-day supervision does not need to be routed through the Volunteer Coordinator.

When an individual approaches an organization directly about volunteering, the Supervisor (Accepting Official) should ensure that the individual completes the applicable Volunteer Program enrollment process before beginning any volunteer activity.

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7. Annual Volunteer Recognition

The Volunteer Coordinator coordinates the annual volunteer recognition/award ceremony.

Volunteers are responsible for ensuring that their hours are accurately documented and submitted. Supervisors (Accepting Official) are highly encouraged to support volunteers by providing verified hours to the Volunteer Coordinator when convenient, helping ensure volunteer contributions are properly recognized.

Letters of Appreciation may also be submitted to the Volunteer Coordinator as supporting documentation to corroborate volunteer hours for purposes of the annual volunteer recognition/award ceremony.

Participation in the annual volunteer recognition/award ceremony is voluntary and is not mandatory. Supervisors (Accepting Officials) should ask their volunteers whether they wish to participate in the ceremony and may inform the Volunteer Coordinator of their preference. Volunteers may also communicate their preference directly to the Volunteer Coordinator at any time.

A Volunteer's decision not to participate does not affect their status in the Volunteer Program or their ability to continue volunteering.

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8. Accountability

The program operates on shared responsibility:

Volunteer
Completes enrollment through **Form 2 – NAVMC 5380/2**, records hours through **Form 1 – NAVMC 5380/1** and follows program requirements.

Accepting Official
Acts on behalf of the organization and is responsible for undergoing the Volunteer Ready training, completing **Form 3 – NAVMC 5380/3**, supervision of the volunteering activity, volunteer training, **Form 4 – DD FORM 2793**, documentation, and verification of hours.

Volunteer Coordinator
Coordinates the overall program, receives volunteer hours, maintains program-level visibility, creates and curates the volunteer newsletter, responds to volunteer management program inquiries, and coordinates annual volunteer recognition.

Volunteer Coordinator Contact Information

Volunteer Coordinator: Maria Rodrigues
Email: OMBIwakuni.BaseVolunteerCoordinator@usmc-mccs.org
Phone: 253 - 7106
Office/Location: Building 411, Room 127