

RG Volunteerism and Service Standards Discussion

- What are the standards for an individual to work at/for Rare Genomics?
 - 1.
 - 2.
- How, (specifically), do we help volunteers succeed within the organization?
 - 1.
 - 2.
- What are the benchmarks of success for staff and what are the specifics of maintaining the standards? (Must be defined by each team and the larger organization)
 1. E.g. Software Development Best Practices – monthly tests and standards. Must be able to do x,y,z specific functions by...?

If we do not have benchmarks or goals for staff, how will we know if we are successful?

Our Mission:

“We are a community dedicated to helping rare disease patients find hope for a cure.”

As a company we say that we are **Dedicated to Overcoming Barriers, A Culture of Caring, Focused on the Individual, Organizational Transparency, and Tangible Results.**

What are we doing to ensure that we realize our mission, goals and vision?

- What are the **standards** that we want each and every volunteer to understand and embody? (Ideals)
 - 1.
 - 2.
 - 3.
- What are the **basic skills** that we want each volunteer to have?
 - 1.
 - 2.
 - 3.
- What are the basic **expectations** for each Volunteer?
 - 1.
 - 2.
 - 3.

1. How will we help our staff reach these standards, skills and expectations?

2. How do we notify/inform our staff of our standards?

Specific steps:

- **Training** (with a commitment from the managers and supervisors to support training and follow-up with their staff.)
 - **Needs assessment** - With a specific time frame for a staff member to meet the needs (or be removed from volunteer role).
 - New volunteer company overview
 - New volunteer Training Class – Customer Service, Servant Leadership, SIX SIGMA, QBQ, etc.

- **Code of conduct/Company Standards Statement**
 - With stated/written consequences
 - Based on Servant Leadership, QBQ, etc.