

Volunteer Management 101

Maximizing Volunteers & Advisory Boards

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Sound off!!

- What are the **Benefits** and **Challenges** to working with volunteers?

Why involve volunteers?

- Enhance the work of staff
- Accomplish work that would otherwise not be done
- Allow residents greater ownership in their community
- Provide oversight from the community
- Build community!

Volunteering in Missouri

- 1.3 million volunteers
- 29.0% of residents volunteer - ranking us 22nd among the 50 states and Washington, DC
- 163.2 million hours of service
- 35.5 hours per resident - ranking us 26th among the 50 states and Washington, DC
- \$3.5 billion of service contributed

**From the Corporation for National & Community Service*

Our objectives for today:

- Review eight steps for successful volunteer management
- Discuss real world scenarios where we can apply volunteer management techniques

1. Planning

- ⦿ Determine need and positions
- ⦿ Create Position descriptions
 - > Put it in writing!
- ⦿ What are your policies and procedures?
 - > Are background checks required?
- ⦿ Consider how to handle ending service

Volunteer Position Description

- **Position Title:** (A few words to sum up the position)
- **Department/Division:**
- **Purpose:** (Describe the overall reason why you need the help of volunteers)
- **Requirements:** (Might include age, physical ability or specific skills)
- **Task:** (What do you need the volunteer to do? Be as specific as possible)
- **Dates:** (When do you need the volunteer? Share dates, days of the week and times)

Volunteer Position Description - continued

- **Location:** (Provide an address and directions on how to get there)
- **Volunteer will report to:** (Tell the volunteer who they will be working with or who they should report to; share their name, title, phone and e-mail)
- **Number of volunteers needed:**
- **What to wear:**
- **Special Note:** (Do you have specific instructions or details?)
- **To learn more:** (You may want the volunteers to contact the Office of Volunteer Services at 874-7499 or volunteer@GoColumbiaMo.com or to another city department or staff person)

2. Recruitment

- ◉ Who are the people who have an interest in filling your needs?
- ◉ How to find volunteers:
 - > Website
 - > Volunteer clearinghouses: United Way or VolunteerMatch
 - > Alumni
 - > Personal referrals
 - > Events!
 - > Press releases/news interviews
 - > Presentations
 - > Community calendars
 - > Ask those already involved

3. Screening

- Don't make assumptions about people if screening is important for the task
- Application Process
- Background Checks

4. Placement

- Put people in the position best for them
- Remember what motivates the volunteer!

5. Training/Orientation

1. General – know your organization!
2. Task-specific
3. On-going

How to provide training/orientation:

- In person
- Online
- Video
- As part of an appreciation
- Newsletters/websites
- Initial and on-going training

What to include?

- Information the volunteer needs to be successful
- Expectations
- Available Resources
- Ongoing updates – what is new!

6. Execution

- ◎ Staff should:
 - > Be prepared for volunteers
 - > Communicate – check in
 - > Provide feedback and guidance
 - > Show appreciation!

7. Evaluation

- ◎ How did it go?
 - > Staff and committee discussions
 - > Electronic surveys
 - > Individual evaluation
- ◎ Connect a dollar value to service –
www.IndependentSector.org
\$21.79/Hour - 2011
- ◎ Volunteers may not always see the impact they make
- ◎ Share your results!

8. Appreciation

- ◉ Do it often and in many ways!
 - > Informally – verbally and by email
 - > Facebook or other social media
 - > Appreciation events
 - > Handwritten notes

How to retain volunteers?

- Have a **well-run program** that uses the time and talent of volunteers wisely. Give and ask for **feedback** and say **thank you** often!!

Scenarios

- Each group will discuss one of the items on the handout and report back to the group on how they would resolve the issue.