



Volunteerism in Local Government

Webinar for Government Educator presented by
NAVPLG:

National Association of Volunteer Programs in Local
Government



Today's Objective

- Review the why's and how's of using volunteers in local government



About the speaker

- Leigh Britt, CVA
 - Manager of Neighborhood Services, City of Columbia, MO
 - President of NAVPLG
- What is NAVPLG?
 - www.NAVPLG.org
- Volunteer Programs in Columbia, Missouri
 - www.GoColumbiaMo.com/Volunteer



Why use volunteer in local government?

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



Needs of volunteers

- Valuable service opportunities
- Gain experience and learn new skills
- Social interactions
- The opportunity to make a difference
- Appreciation
- Recognition



Examples of volunteer roles

- Greet visitors
- Library
- Enhance public safety
- Help in parks and green space
- Protect the environment
- Code Enforcement
- General administration
- Recreation
- Disaster preparedness and response
- Senior Services
- CASA – Court Appointment Special Advocates
- Mentoring
- Beautification



Considerations for starting a volunteer program

- Support from leadership
 - Do you have the support of elected officials and top managers?
- What are your needs?
 - What can volunteers help you accomplish?
 - What are goals, projects or tasks that have not been accomplished?



Considerations for starting a volunteer program

- Vision and Mission of the volunteer program
- Structure: centralized or de-centralized?
 - Who will manage the volunteer program?
 - Will a person in each department be responsible or will you have one staff person to handle for the entire organization?
- Data tracking
 - Volunteer database
 - Access



Considerations for starting a volunteer program

- Risk management and safety
 - Screening
 - Training
 - Tools
 - Supervision
 - Safety equipment
 - Volunteer tasks



Steps to success!

1. Determine need and positions
 - Position descriptions
2. Determine policies and procedures
 - Put it in writing
 - Consider how to handle ending service
3. Recruitment
 - Website
 - Who are the people who have an interest in your needs



Steps to Success

4. Screening

- Don't make assumptions about people if screening is important for the task

5. Placement

- Put people in the position best for them

6. Training

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



Steps to Success

7. Evaluation and results

- Connect a dollar value to service – www.IndependentSector.org
- Volunteers may not always see the impact they make
- Share results with leadership and the community

8. Appreciation

- Do it often and in many ways!



Budgetary Considerations

- Staff
- Administration: postage, paper, supplies, computer
- Uniforms
- Background checks
- Appreciation events
- Software for data tracking



Staff/Volunteer Relations

- Volunteers should enhance the work of paid staff
- Allow staff to “own” the volunteer management process
- Include volunteer management in performance reviews



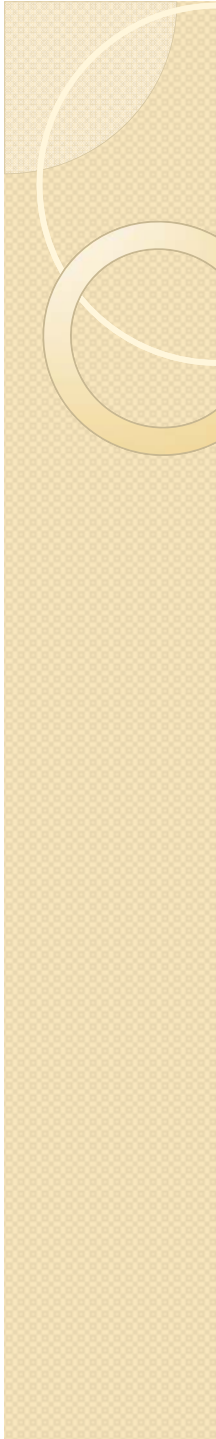
Opportunities for partnerships

- Sponsorships for:
 - Meals
 - Uniforms
 - Promotion/advertisement
 - Volunteers!!



Group Work Days

- Tasks – is there enough work?
- Tools & Supplies
- Project Management & Supervision
- Getting there – maps, transportation and parking



Questions?