

# Volunteers & Risk Management

Leigh Britt, Neighborhood Services Manager,  
City of Columbia – November 16, 2012



# Why use volunteers?

- Get more accomplished!
- Community ownership & support
- Make use of skills
- Enhance the work of staff
- Build goodwill!



















**NUMBERS TO KNOW**

**OFFICE**  
202-261-1111  
202-261-1112  
202-261-1113  
202-261-1114  
202-261-1115  
202-261-1116  
202-261-1117  
202-261-1118  
202-261-1119  
202-261-1120

















# What are the risks?

- Physical injury to themselves
- Physical injury to others
- Harm to property
- Harm the reputation of the organization



# Steps to Manage Risk

- Planning
- Recruitment
- Screening
- Training
- Execution
- Evaluation





# Planning

- **Write the position description**
  - What are the requirements?
  - What are we asking this person to do?
  - What are the risks?
  - What will we be screening for?
  - Who will supervise this person?



# Recruitment

- Set the expectations
  - Physical requirements
  - Screening requirements
  - Time commitments/limits
- Target recruitment to those who would be a good fit!





# Screening

- What are we screening for?
  - Criminal history
    - Harming others/drugs
  - Driving record
  - Quality of performance
- Screen all applicants consistently – be fair!
- It's OK to decline an applicant. Redirect them to another position or agency.



# Screening tools

- References
  - Previous volunteer supervisor
  - Co-worker or work supervisor
- Online search: Google/Bing
- Newspaper search





# Criminal History Checks

- Case.net
- Highway Patrol
- Lexus/Nexus
- Sex Offender List



# Clients...

- Do clients need to be screened as well?
- Do volunteers take on risk when serving clients?





# Training/Orientation

- Initial orientation
  - Handbooks/written materials
  - Online
  - Classroom
  - On-the-job training
  - Quizzes to verify understanding



# Training/orientation

- Ongoing:
  - Newsletters /emails
  - Events/meetings
  - At each project







# What to include in training:

- History of the organization
- Expectations
- Instruction – what to do and what NOT to do!
- Safety messages
- What to do if something goes wrong
- Internet and computer policies
- How do we end service?



# www.h4hvolunteerinsurance.com

## volunteer safety training

an online safety training course  
for Habitat for Humanity volunteers  
offered by



HABITAT FOR HUMANITY AFFILIATE INSURANCE PROGRAM

You've made an important decision to be a Habitat for Humanity volunteer. Helping a family obtain a safe, decent and affordable home is a very gratifying experience. And whether you're accustomed to working in construction, have no experience at all, or fall somewhere in between, it's crucial that the work you do on the jobsite is done safely.

Be a well-educated **volunteer** when you arrive on the job site. 



Safety is Habitat for Humanity's **#1 concern** for its volunteers.

That's why the Habitat for Humanity Affiliate Insurance Program has designed an Online Safety Course just for Volunteers. This course is a very effective training tool for volunteers prior to volunteer day. It's easy to use... takes just 30 minutes to complete... and empowers you with the safety knowledge you need to be an effective part of your Habitat home build. Upon completion of the online course, the Habitat affiliate you are volunteering for will receive a certificate of completion for their records.

Show your **commitment** to safety... take the course today! 

The Habitat for Humanity Affiliate Insurance Program offers a wide selection of online safety training courses to help Habitat for Humanity affiliates and their construction staff learn and understand safe working practices while on the job site. The courses target specific topics related to construction safety. All courses offered to Habitat affiliates are available to volunteers. When you land on the safety course catalog page (see course instructions).



Questions or Problems?  
[Click here.](#)



HABITAT FOR HUMANITY AFFILIATE INSURANCE PROGRAM

The Habitat for Humanity Volunteer course is offered by the Habitat for Humanity Affiliate Insurance Program, the exclusive insurance

# 4-H Volunteer Orientation

Welcome  
Overview  
Learning Units  
1 - History  
2 - Youth  
Development  
3 - Building Skills  
4 - Ages and Stages  
5 - Competition  
6 - Character  
7 - Safety  
Closing/Credits  
Required Quiz  
Optional Resources  
Print Version  
Technical Tips

## Overview and Helpful Tips

Welcome! This Volunteer Orientation covers the basics of 4-H youth development history and practice. The content is similar to the in-person and online Volunteer Orientation trainings.

Completing the entire course will take about 2-3 hours. You may start and stop as you wish; just be sure you know where you left off. An optional Study Guide (PDF) is available in the Overview section. The Study Guide may help you keep track of the sections you have read.

The 4-H Center for Youth Development faculty and staff thank you for helping us build stronger youth.

**To begin, select [Overview](#)** (or select Overview on the menu to your left).

---

© 2008 Curators of the [University of Missouri](#). All rights reserved. DMCA and [other copyright information](#).









# Execution!


- Provide staff supervision
- Have safety materials available
  - First aid kit
  - Ear plugs
  - Emergency contact list
- Severe weather plan
- Set boundaries for volunteers
- Fire volunteers if needed
- Follow your policies on separation of service





# Evaluation

- Provide for two-way feedback with volunteers
  - In-person
  - Online surveys
- Debrief with staff
- Make notes for how to improve and implement those improvements!!



Successful, well-managed  
programs will retain volunteers  
and manage risk!!