

Managing Volunteers, Successfully.



esurio 2009
Volunteer Recruitment & Management



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- a. **Define Volunteering**
- b. **The VMB**
 - Plan, Organize, Staff, Direct, Assess, Recognition, Climate
- c. **Interactivity (through out)**
- d. **Resources**

The Recipe.



what is a volunteer?

Defining Volunteer.



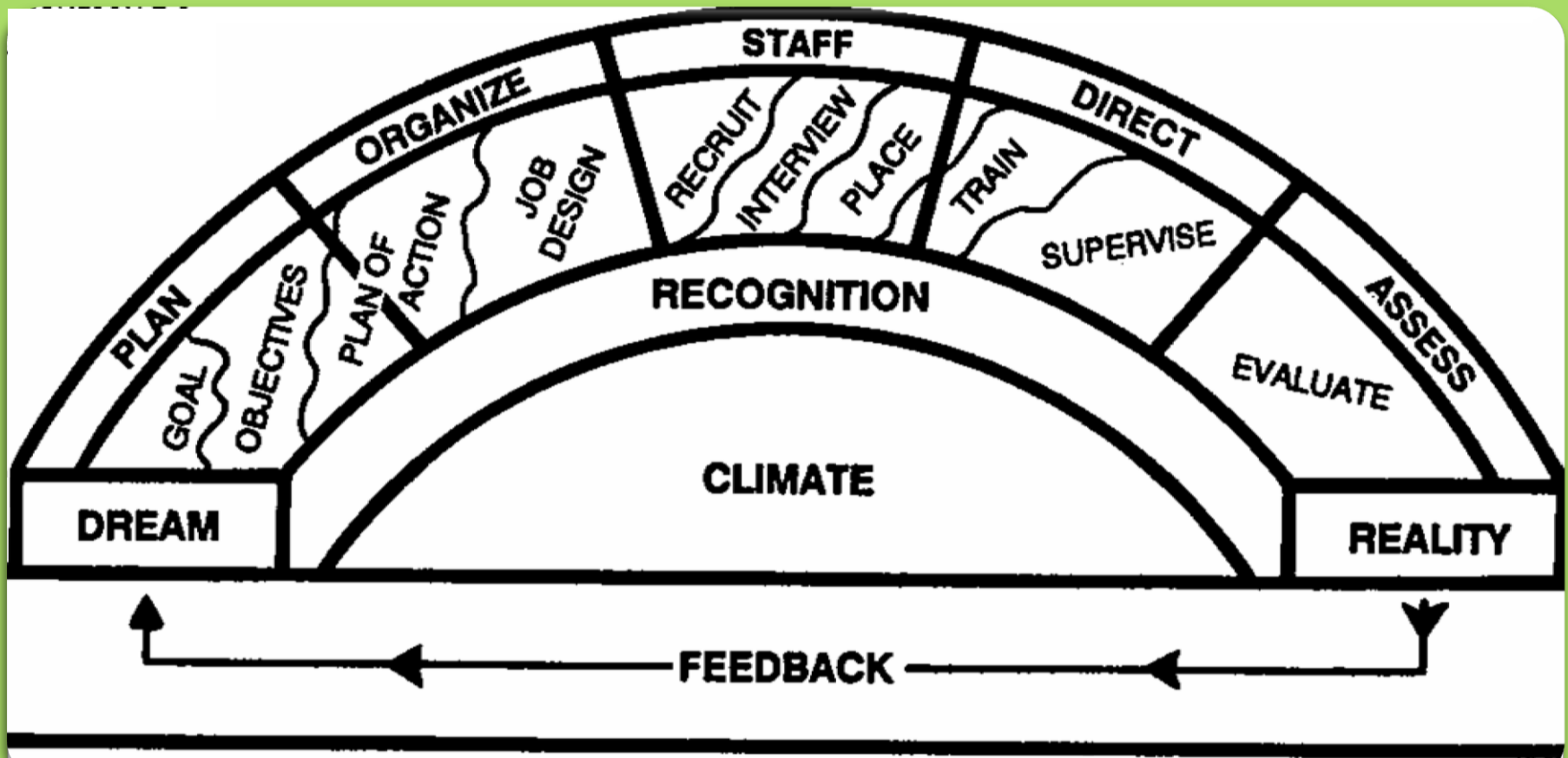
Volunteer, verb - To choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond one's basic obligations.

Volunteer, noun – from the *perspective of the doer*: Someone who gives time, effort and talent to a need or cause without profiting monetarily.

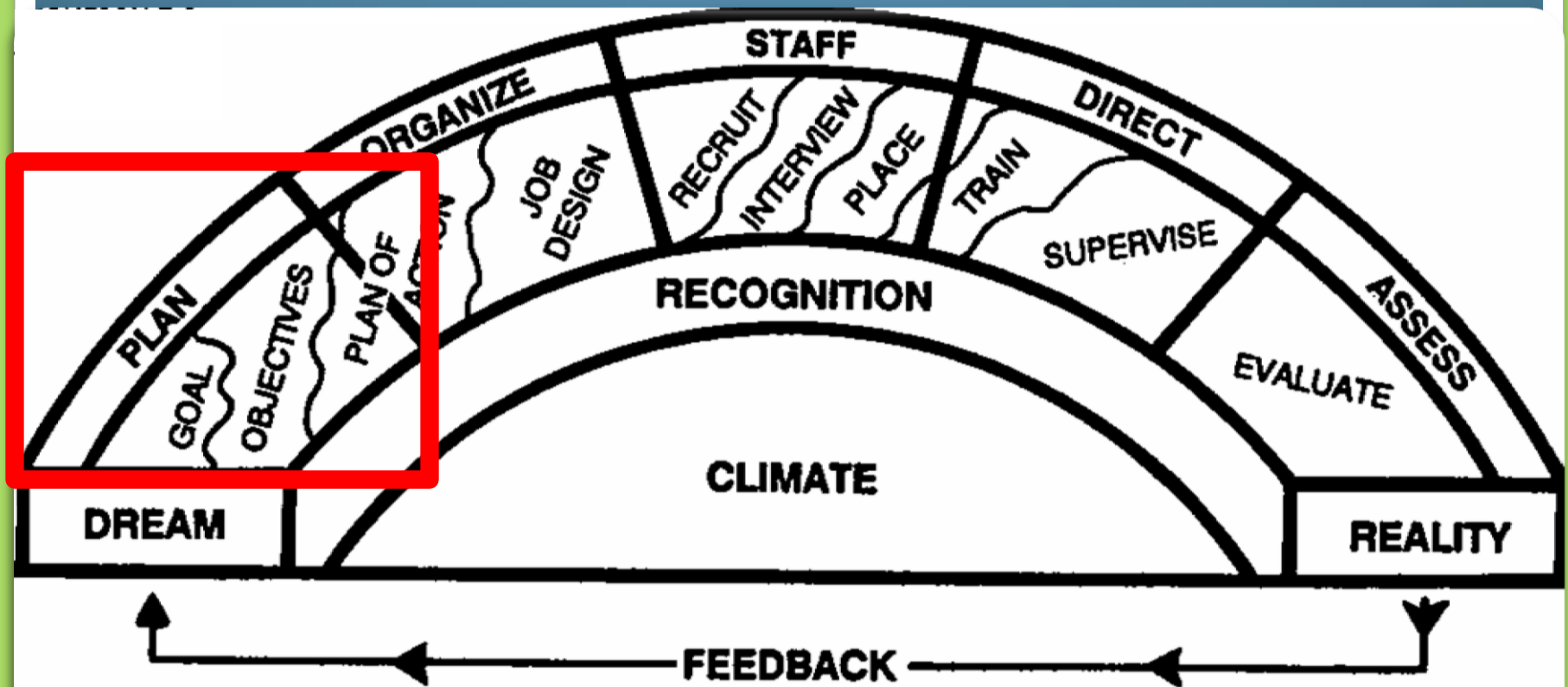
Volunteer, noun – from the *perspective of the recipient of service*: Someone who contributes time, effort and talent to meet a need or further a mission, without going on the payroll.

Defining Volunteer.





The Volunteer Management Bridge (VMB)



Plan.

1. Vision
2. Goals
3. Needs
4. Wants

Plan.



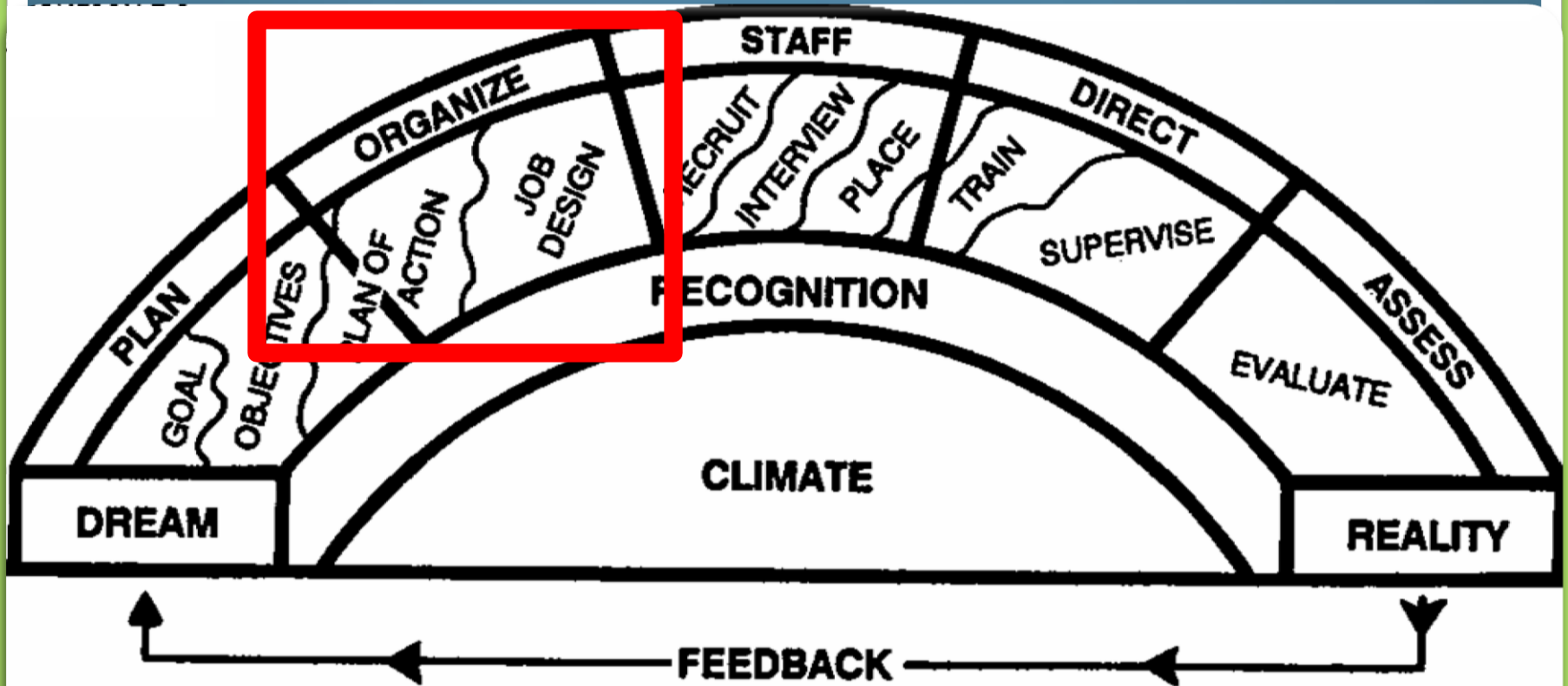
BUT HOW?

Help with **Volunteers**

*You are only as strong as your
volunteers.*

Develop roles/ job descriptions
Plan.





Organize.

*Volunteer is a pay category,
Not a function.*

Don't ask – What can volunteers do
to help us?

Ask – What needs to be done around
here?

Form Role/Job Descriptions

Organize.



Form Role/Job Descriptions

- Diversity (Long-term vs. Short-term)
- Any Client Risks?
- Specific skills/traits
- Benefits
- Time commitment
- Skill building

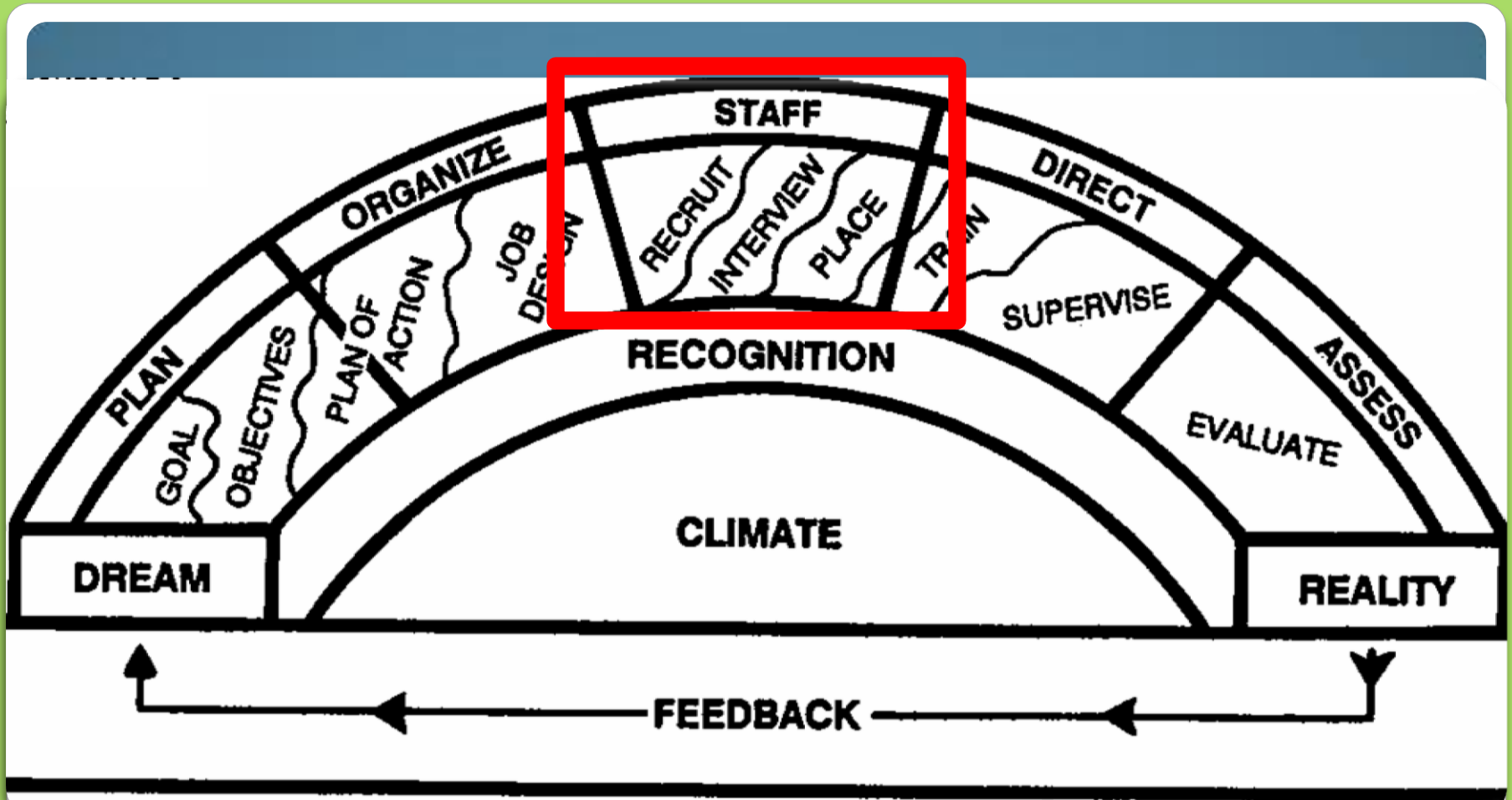
Organize.

8/10 volunteers do it
to use their skills &
experiences

70% of students
volunteer to develop skills
& experiences

The average volunteer
donates **3** hours a week
of their time





Staff.

1. How

2. When

3. Where

4. Who

5. Why [if you did the planning, This is common sense.]

Staff | Recruitment



How.

Out of all Canadian Volunteers (~ 7 million):

44% started volunteering because
someone asked them from the
organization

4% Responded to Public Announcement

Staff | Recruitment



How.

Make it Personal

- **Socials**
- **Open House**
- **Word-of-mouth**
- **Recruitment booths**
- **Chalk sidewalks**
- **Classroom speaking**
- **Ask current volunteers to bring a friend**

Other ways to recruit

Media partners
(Newspaper, radio, TV, website)
Posters/banners/flyers
Bulletin board posts
Volunteer centre
Social Networking
Piggyback
Networking:
Residence Councils
College Gov's
Residence Services
Student Union
Departments
Clubs

Staff | Recruitment



When

- Beginning of Semester
- Be Aware of school schedule
- Macdonald Quotient – Not a one time deal.

Of people who do not volunteer, 29% say they just don't know how to get involved.

Where/Who

- Do you need special skills/experience
- Looking for long-term, short-term
- Adapt you're search to specific areas

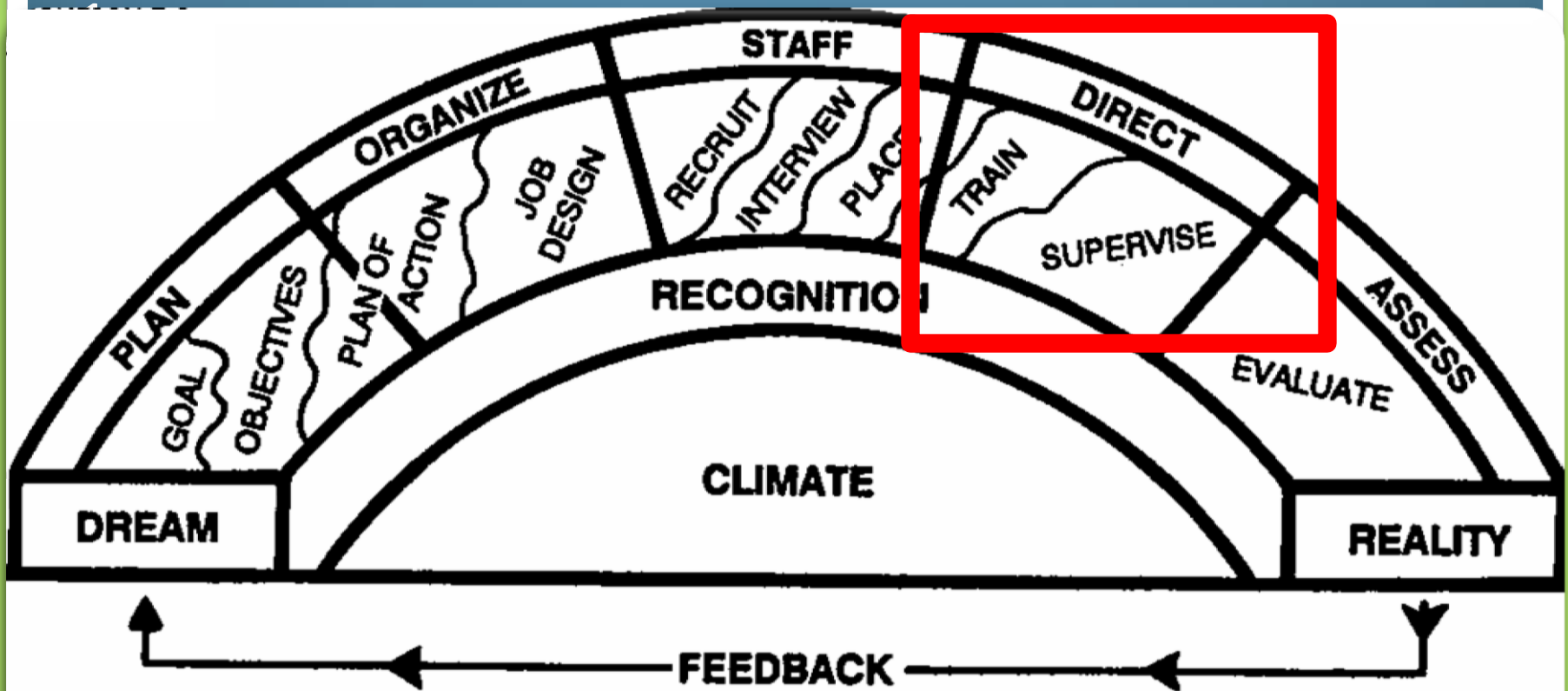
Staff | Recruitment



1. Application form (form of screening)
2. Welcoming/Clean Area
3. Active Listening
4. Eye-Contact
5. Reference / Police Checks
6. Client- Confidentiality Contract

Staff | Interviewing





Direct.

All Aboard the *Training* Train. Toot Toot.



Direct | Train

Training is Not:



- A chance for trainer to wallow in their achievements/position
- Overview of organization
- Not a one-time shot
- A guarantee success for all volunteers

Direct | Train



Training = Education + Development



Educate

Organization

Volunteer role

The issue on hand

Develop

new/upgrade skills

anti-oppression

client relations

BE

Passionate – Patient – Approachable

Same level – calm, cool, collective

Knowledgeable - encouraging

Direct | Train

Reasons for Volunteering

97% Believe in
the cause of the
organization

63% have been
affected by the
issue



HAVE FUN WITH IT!

Use variety of methods

Lecture

Skits

Discussions

Convo café

Field trips

Guest Speakers

Problem-solve

Role Play

slide show

chalkboard

Direct | Train

45% of
communication
takes place
without the aid
of words

ONLY 35% of
what is being
said is
understood



*With motivating volunteers, you receive motivation
as your dreams span closer to realities.*

Trust

Respect

Delegate

Create Safe space

Problem Solve

Motivate

Train

Encourage

Assess

Inclusiveness

Abide by volunteer rights

Support

Listen/respond

Organize

Direct | Supervise



With motivating volunteers, you too receive motivation as your dreams span closer to realities.

“It really doesn’t matter how much sense my part in this organization makes to you – I must feel that the whole deal makes sense to me!”

Communicate:

Updates, the importance of everyone’s role, changes, needs/wants, vision, resources, new opportunity, accomplishments, values

Direct | Supervise



Conflicts.

Because not everything is
going to always be
cupcakes and sprinkles.

Direct | Supervise



Stay Confident, Calm, Cool, & Collective- Conflicts are healthy and natural.

1. Know traits of individual/group
2. Set up meeting (state purpose/problem, be comfortable & open)
2. Listen, discover, and establish root problem
2. Evaluate Situation
3. Negotiate an agreement
4. Progress/ follow through
5. Possible Dismissal

**Address situation
ASAP, don't let it
build.**

Common reasons for problem volunteers

Uninformed
Oppressive

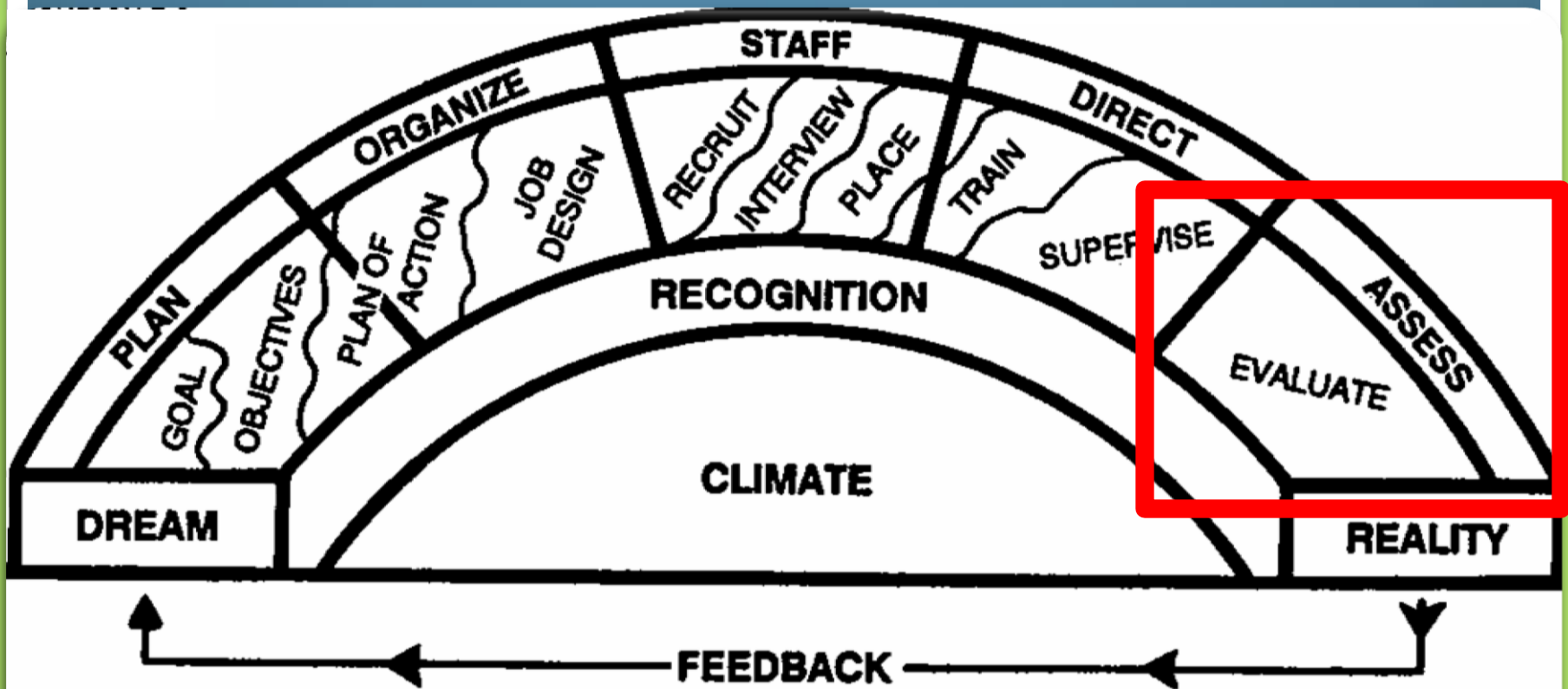
Unmotivated
Busy-time

Burnt Out
fighting back

Personal Change
feels unwelcome

Direct | Supervise





Assess.

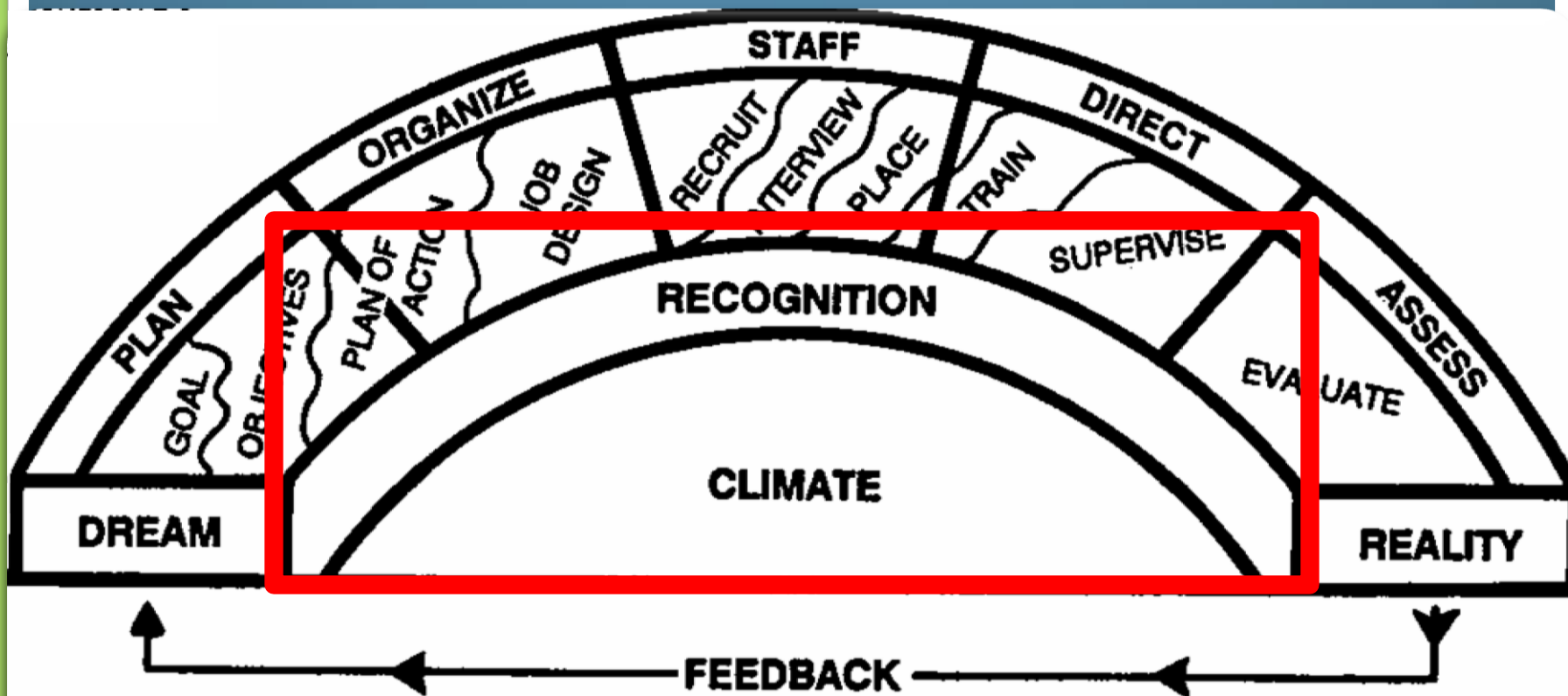
Reflect
Areas of Improvements
What worked/ didn't work
Transition Reports
New roles/less roles
Strategies
feedback

Assess.

The only
way to reach
the stars, is
to build on
top of past
foundations.

Don't Re-
invent the
wheel.





Recognition.

The Effort put into recognizing Volunteers, is much less than it Would take to work with Unmotivated people.

Anyone can motivate.
(You don't need a Phd or Nobel!)

Can lead to easier working environment, stronger volunteers, better reputation, less social stigmas

Of all people
who stopped
volunteering
45% felt
their work was
unappreciated

Recognition.



The Meat and Potatoes of Volunteer Recognition

The Potatoes (Small things)

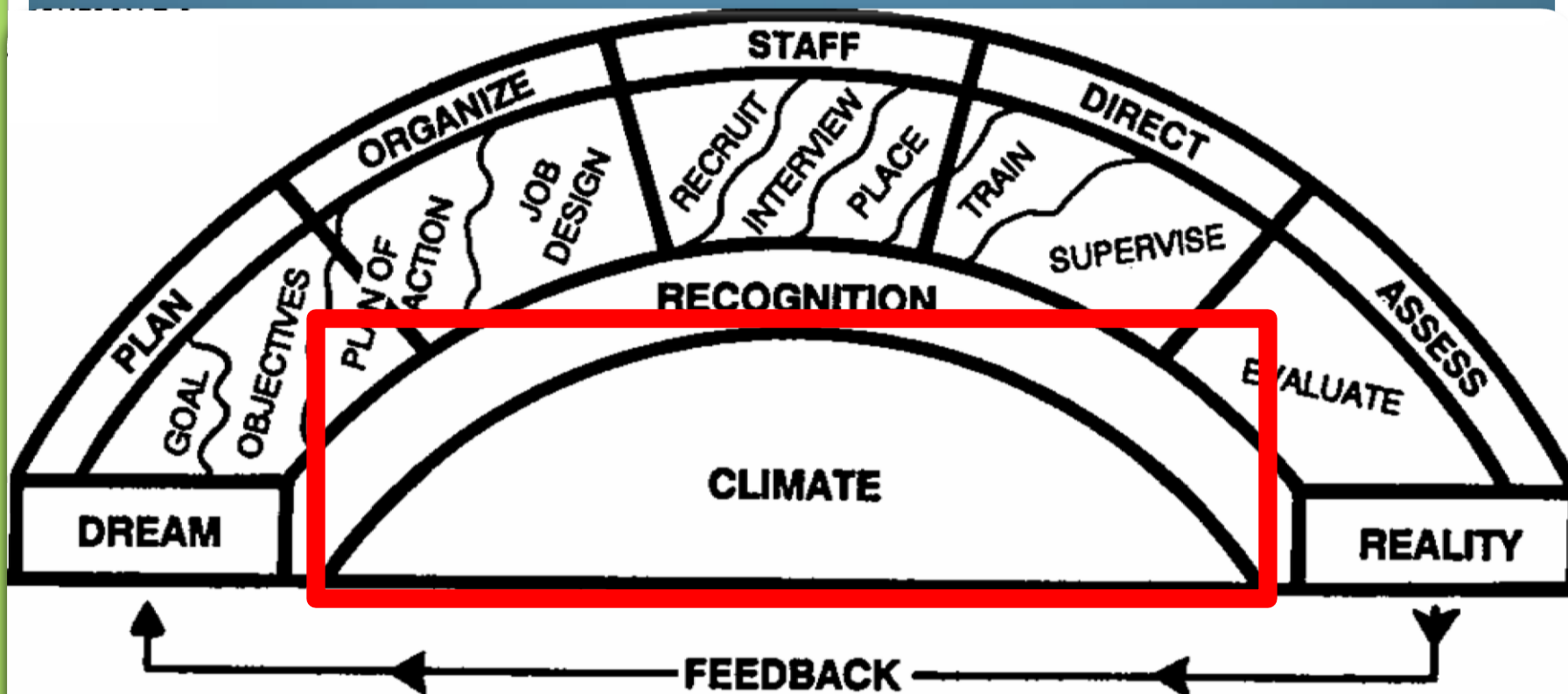
Call volunteers by name
Listen to Suggestions/Comments
Remember special occasions
Thank you cards
Designated coat racks/storage
Funny notes during stressful times
Refer to volunteers as staff
Fun posters around organization
Clean/comfortable climate
Accessibility
Suggestion box
Open Communication
Referrals/ References

The Meat (Big Things)

Banquet
Awards/scholarship
Volunteer of the day/month/year
Socials
Pot luck
Field trips
Chart of \$ value of volunteer efforts
Keep track of hours
Reassignment
Chances for advancement
Staff Support
Child care
Networking opportunities

Recognition.





Climate.

Space Should be:

- Comfortable
- Safe
- Respectful
- Anti-Oppressive
- Abideful of Client-Confidentiality
- Clean

Climate.



USE YOUR RESOURCES!

Online -

www.energizeinc.com

www.volunteer.ca

www.imaginecanada.ca

www.charityvillage.org

Resources.

Check out
your local
Volunteer
Centre or
Student
Leadership
outlets on-
campus

