

A collection of military medals and a compass are displayed on a wooden board. The board has a checkered pattern and several circular holes. The medals include a red ribbon with a circular emblem, a blue ribbon with a circular emblem, and two silver star-shaped medals with intricate designs. A pair of gold-rimmed glasses and a small brass compass are also visible on the board.

Volunteers

An Important
Resource



Recruiting and Managing Volunteers

Welcome



Overview of Today

- ◆ Why does your organization need Volunteers?
- ◆ Volunteer Management Plan
- ◆ Recruitment
- ◆ Orientation/Training
- ◆ Supervising/Evaluation
- ◆ Motivation
- ◆ Recognition
- ◆ Record keeping
- ◆ Value of Volunteers



Volunteer Management Plan

- ◆ Your organizations goals
 - What are you wanting to accomplish by having a plan?
 - What do you want to avoid?
 - Does your mission and goals reflect the importance of volunteers?
 - Does your plan identify your greatest barriers to volunteers?



Recruitment

- ◆ Do you have a recruitment plan?
- ◆ Do you have a recruitment policy?
- ◆ Do you have position descriptions?
- ◆ Do you have a specific Application?
- ◆ Selection and interview process?
- ◆ Who is responsible for the recruitment process?



Recruitment Continued

- ◆ Volunteer Coordinator identified with a position description identified for this person?
- ◆ Acceptance/Rejection Process.
- ◆ *Where are you currently as an organization in your recruitment of volunteers?*



Orientation/Training

- ◆ Is this part of your policies?
 - How and when are they orientated
 - How do you make sure they feel welcome in the organization?
 - Is the volunteer training relevant to their role?
- ◆ What types of policies do you expose your volunteers to?



Supervising/Evaluation

- ◆ Have staff who supervise been trained in the role of management?
- ◆ Policies/Procedures in place?
 - Policies define the boundaries of what is acceptable they define the roles and responsibilities and the foundation of future decisions made.
- ◆ Does the supervisor know how to release an unsatisfactory volunteer?



Motivation

- ◆ Motivation – is a cause and effect
 - Each person’s motivation is different
 - What are the catalyst of motivation?
 - How do you know what motivates your volunteers?
 - What do you do to find out?
 - What does your organization do to motivate your volunteers?
 - Do your volunteers want/like to work with others or alone



Recognition

- ◆ How important are volunteers to your organization?
- ◆ Is your organizations recognition model fulfilling the needs of the volunteers or is the current model an administrative exercise?
- ◆ What are your recognition strategies
 - Informal recognition
 - Formal recognition



Record Keeping

- ◆ Why keep records?
 - Job descriptions
 - Written standards for performance
 - Hours
 - References
 - Dismissal



Cost/Value of Volunteers

- ◆ What is the cost or value of volunteering?
- ◆ What is the value to the community?
- ◆ What is the value to the Volunteer?



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