

# The Bare Bones of Volunteer Program Management

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I. 9-9:15 Introductions

Name

Organization

How many volunteers do you have?

Doing what, mainly?

What problem do you want to solve today?

II. 9:15-9:18 Introduction – Kathy, Kuri & housekeeping

III. 9:18-9:30 Overview

Goal for day: each develop a skeleton program

Meet “Red Skeleton”

Parts of volunteer program

Connections between parts

All essential but some not necessarily as developed as others

## Exercise A: Brainstorm volunteer program goals

### 9:30-9:40 Exercise B – Handout #1

**First write your group/organization’s mission or goals or purpose. Then fill in clouds with what you need in order to achieve these, & what you don’t.**

IV. 9:40-10:00 Back to Red

a. All is connected.

b. Why have a program in the first place?

c. Who’s in charge and what will they do?

Develop assignment description

Recruit

Interview/screen/orient/train

Supervise

Liaison with community groups

Keep records

Development work – solicit donations for recognition/recognize donors

Event planning

Recognition

d. Essential bones of a program

1. Assignment descriptions
2. Recruiting strategy
3. Application
4. Interview
5. Screening/Placement
6. Orientation – including tour
7. Record-keeping
8. Supervision & Individual Evaluation
9. Public Relations
10. Retention
11. Recognition - ongoing
12. Evaluation of program – ongoing

V. 10:00-10:10 Assignment Descriptions

Reasons why

- Help clarify what you need for better org. planning
- Identify the organization's need to the volunteer
- Enhance proper placement of volunteer
- Establish clear expectations of both of you – better performance, less fuzziness, better retention, better management
- Aid in reassignment of volunteer who isn't suitable for a task

**10:10-10:30 Exercise C – Handout #2, assignment description template**

**Consider your mission/goals/purpose and needs from last exercise. Write some assignment descriptions. If you get done early, discuss with/help your neighbors come up with ideas – this will help you clarify your thoughts, too. We'll each read one to share with the others.**

**10:30 BREAK (10 min)**

VI. 10:40-11:10 Recruiting Strategy

- Have a year calendar with what you need on it and when
- Who are you looking for? Groups? Individuals? Students? Adults?
- Particular skills? Characteristics of each group of volunteers
- Where will you look?

Motivation:

- Why do YOU do it?
- Someone asked me
- Makes me feel good to help

Give back to community  
Get out of the house/something to do  
Like history/bookkeeping/cemeteries/weeding  
Believe in the cause  
***There are as many motivations as there are volunteers***

### **Exercise D – List ways to recruit**

Brochure  
Newsletter  
Word of mouth – other volunteers  
Presentations  
Press releases – Handout #3 Press Release Template  
Business partners  
Social functions  
Radio  
Flyers/posters/notices  
Service groups  
Booths at career fairs, special interest events  
RSVP  
Churches  
Clubs  
Schools

Handout #4 of possible recruiting resources – Handout #5 – Engaging Youth

#### VII. 11:10-11:20 Application

- a. Why – recordkeeping, recognition, emergency, insurance, grants
- b. What –

Name

Address

Phone

Cell

Email

ODL? Insurance? (If the volunteer is driving for you)

Emergency Contact and phone and relationship

“Any physical conditions you’d like to let us know about?” Special needs?

Availability – days, times, how much time vol wants to spend

Criminal? Disclaimer

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Other places volunteered

References

Certification of truth/signature  
Signature of parent/guardian if under 18

VIII. 11:20-11:35 Interview –why?

Learn about volunteer  
Proper placement  
Recognition of value  
Teach about your organization  
Discover suitability for your organization  
Find out other skills  
Red flags  
Learn how they like to be recognized/what motivates them

IX. 11:35-11:45 Placement

Screening? Why important  
Placement - Why important

11:45-12:00 Questions

**12-1 Lunch**

X. 1:00-1:45 Events

**Exercise D –Brainstorm reasons for events**

a. Event parts

Handout #6 – Plan Events & Keep Your Sanity

**Exercise E – Groups each plan event, and report/discuss**

b. Even work parties are events – should include  
orientation/safety/bathrooms/breaks/actual work/thanks

XI. 1:45-2:05 Orientation

a. Why bother?

b. Parts list

1. Manual – sample parts

History

Organizational chart

Mission

Policies

Procedures

Benefits – mileage/parking/coffee/candy dish/mailbox/name badge/work area/tools/recommendations/references/

recognition events/newsletter/discounts

Safety/first aid – where and how – insurance?

Hours recording/why & where

2. Tour of your facility

**Exercise F – Groups re-form based on like organizations, develop orientation checklist, share lists**

Handout #7– Orientation checklist sample

XII. 2:05-2:15 Recordkeeping

- a. Why – list: grants, insurance, community recognition, individual recognition
- b. How – Excel sheet, VolunteerWorks, handwritten sheet, group forms, daily forms – should have name, date, time in/time out columns at the very least

Handout #8 – Recordkeeping forms

XIII. 2:15-2:30 Supervision/Individual Evaluation

- a. Why supervise
  1. Volunteer feels paid attention to/supported
  2. Volunteer receives adequate training to do better job
  3. You can see if volunteer placement is working and adjust if necessary.
  4. Co-workers feel more secure
  5. Eliminates rogue volunteer
- b. Why evaluate?
  1. Volunteer feels paid attention to
  2. Opportunity to check in with volunteer, for both of you
  3. Organization's goals are met
  4. Eliminates rogue volunteer
- c. What about firing a volunteer?

**2:30-2:40 Break (10 min)**

XIV. 2:40-2:50 PR – who will do it and why?

- a. You're it
- b. Program promotion
- c. Organization promotion
- d. Recruitment

- e. Recognition of program and individual
- f. Retention
- g. Collaboration possibilities

XV. 2:50-3:15 Recognition

- a. Motivation side street
  - 1. YOU don't motivate
  - 2. As many motivations as there are volunteers
  - 3. Your job is to tap into those and recognize them
  - 4. List motivations
- b. Why so important

**Exercise G –Groups each determine 10 solid ways to recognize post and discuss**

XVI. 3:15-3:30 Retention

- a. Acknowledge types of volunteers – short term, long term regular, wanting social time, accomplishment-oriented, need to give back, need to feel important, etc.
- b. Trends
- c. Within that framework, how to keep

XVII. 3:30-3:45 Boards and fund raising

- a. Go back to your mission
- b. Why people volunteer for boards
- c. Where do they fit – where do you fit – where does your director fit
- d. How to recruit boards
- e. Money raising
- f. In-kind raising
- g. Making the ask
  - 1. In person
  - 2. Right person
  - 3. Letters to members
  - 4. Events like awards/fund raising dinners
  - 5. The non-ask contact – check in with donors without asking for \$
- h. Thanks thanks thanks – be creative

- XVIII. 3:45-4:00 Wrap-up with Red - all parts of volunteer program connect and support all other parts.