

Volunteer Engagement and Management

Disabled Sports USA

May 16, 2016

Agenda

- What is Volunteer Engagement?
- Matching and Balance of Expectations
- Assessment
- Role Design
- Recruitment
- Orientation and Training
- Recognition
- Succession Planning
- Q&A

Objectives

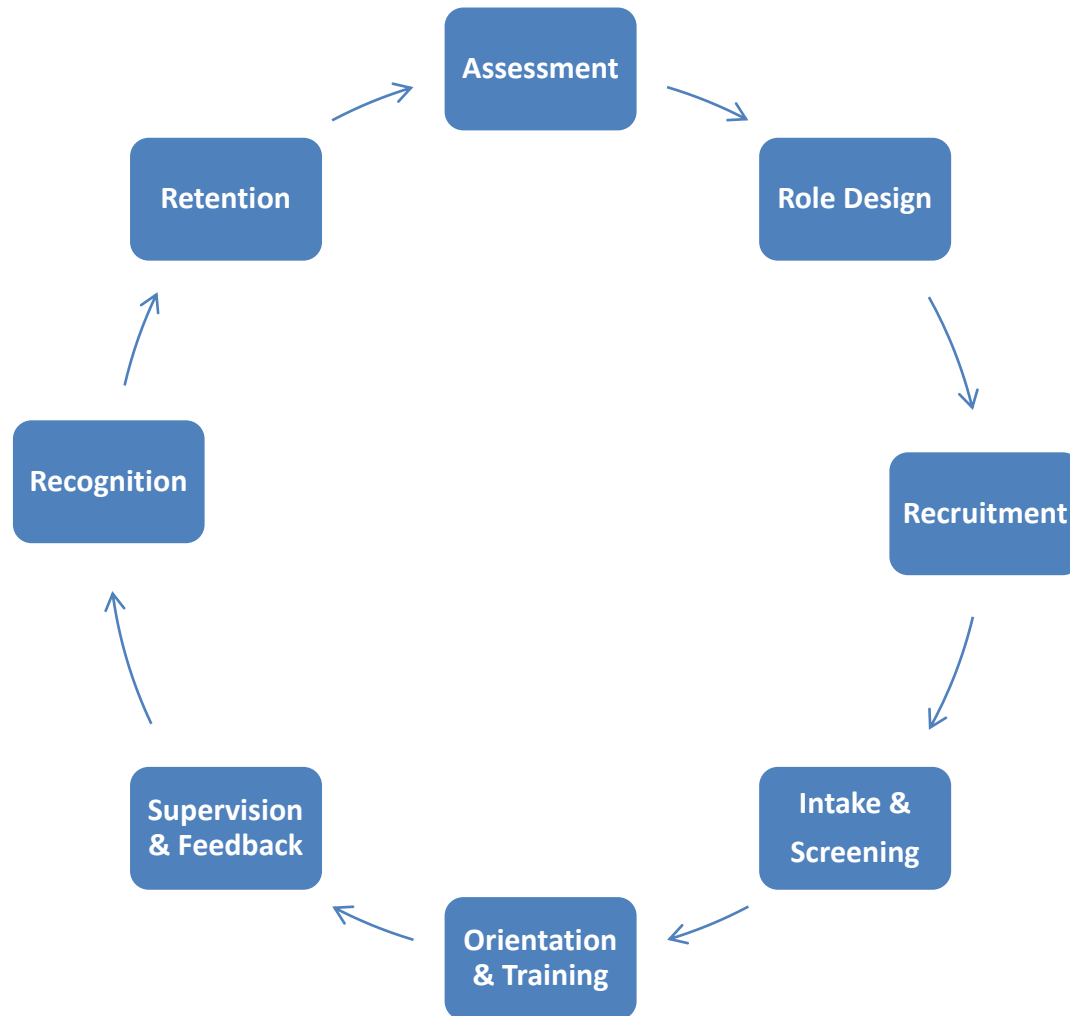
- Understand why management of relationships and expectations is important
- Gain insight to models/processes/practices that work
- To walk away with action items or next steps
- Have fun!

What is Volunteer Engagement?

- Volunteer engagement is relationship management
 - MATCHING and BALANCE of:
 - Expectations
 - Motivations
 - Goals



The Eight Steps of Volunteer Engagement



Assessment

- What are our volunteer needs?
- How have we prioritized them?
- What are our goals?
- Where are our resources?
- Are we ready to engage volunteers?

Activity – Picture of a Program

- Each table/group needs: one sheet of flip chart paper, markers
- Draw a picture/blueprint of your assigned program – every space and area, both inside and outside (be as detailed as possible)
- Think of the needs in each area
- Write the needs down in each area (be as detailed as possible – people, skills, materials)
- Prioritize the needs in each area (the top 1, 2, 3)
- Which needs can be filled by volunteers?
- What resources do you have in your community than can help fill the needs? (volunteers, businesses, etc.)

Role Design – Best Practices

- Ensure volunteer understanding of the position
- Use standard template for each role
- Use to be targeting in recruitment
- Completely fill out
- Use in screening
- Get perspectives from other staff members or volunteers

Recruitment – Best Practices

- Warm body vs. targeted?



- Ask your current best volunteers

Recruitment Activity

- Good volunteer
- Not so good volunteer

Screening



- All potential volunteers should be interviewed using a basic question list
- How you ask questions is important
- This is your opportunity to see how the potential volunteer presents themselves and to get a sense of whether they would be a good fit for the organization
- Let them do most of the talking, this is not an orientation session.
- If they are not a good fit, you do not have to accept them as a volunteer. Filling out the application does not guarantee them a role.

Orientation and Training – Best Practices

- Orientation to the organization's structure, history, mission, vision, goals, objectives and policies is essential for every volunteer.
- Training is task specific and should be conducted by the task supervisor.
 - Training should be included in role description
 - Document training given
 - Ongoing
 - Geared toward skill level of volunteer

Supervision and Feedback

- How to have difficult conversations (Activity)
 - Remember, it's a relationship
- Role transfer
 - Look at your prioritized needs and role descriptions
- Behavior issues
 - Good volunteer/Not so good volunteer
- It's okay to say "no"
 - But it's how you do it that counts

Recognition and Reward – Best Practices

- Both informal and formal
- Must be tailored to the volunteer
 - Personal
 - Remember their motivations
 - Ask them what is meaningful to them
- Timeliness is critical
- Do it often



Q & A