

## Volunteer Management: Focus On The Organization Worksheet

- Assess
  - Discuss whether the Club provides the benefits that today's volunteers want, such as flexible scheduling. Consider the reasons people get involved. Does the Club offer volunteers these benefits?
  - Determine where the organization needs volunteer support. Be creative. Look at all the work, projects, tasks that the organization does and imagine them being done by today's volunteers with limited time availability.
  - What is the variety of opportunities available, from short-term, one-time tasks, e.g., staffing an information table at a meeting, to regular, intermittent projects, such as working on the annual fundraiser, to regular and continuous projects, such as being membership chair. Are you willing to create new tasks to take advantage of unexpected skills offered by volunteers?
- Plan
  - Break projects down into tasks. Group related tasks into areas of responsibility. Assign either tasks or responsibilities to volunteers. For example, for a public meeting, there will be tasks such as calling invitees, getting media coverage and placing advertisements. You may have a group of volunteers work on publicity as a whole or you may have several groups each work on one of the publicity tasks.
  - Create a timeline of the steps needed to complete a project and then assign each step to a volunteer or committee.
  - Based on your volunteer needs and resources, determine what, if anything, you need to eliminate from your plans. Remember, you don't want to spread your volunteers too thin.
  - Create volunteer job profiles, including tasks and who to report to. Be able to talk about the organization's volunteer needs. Make sure written profiles are understandable by basic and advanced readers.
  - Make sure everyone understands the organization's diversity vision and policy, especially those who will be recruiting and working with volunteers.
  - Encourage the organization to "reasonably accommodate" its rules, policies and procedures if they become barriers to volunteer participation.
- Act
  - Recruit, recruit, recruit and follow-up. Remember the prime reason people give for volunteering is that they were personally asked.
  - Keep records for individual volunteers and for the program as a whole.
- Assess again
  - Evaluate. Include numbers of volunteers, tasks performed, results received. Use these results to fine tune your volunteer program and to publicize the success of volunteers.
  - Conduct regular check-ins with volunteers.

## **Volunteer Management: Focus On The Individual Volunteer Worksheet**

- Assess
  - Find out what interests the potential volunteer. Use open-ended questions, such as: "What do you enjoy about community work? What are the things you like to do when you are not working? Tell me about your hobbies? Past experiences? interests? Describe your ideal volunteer situation."
  - Encourage a two-way conversation. Let the volunteer express his or her needs. You might ask: "What have you heard about the Club? What would you like to know? What interests you about the Club?"
  - In coordination with the volunteer, determine the fit, what he/she wants to get out of the volunteer experience.
- Plan
  - Match the organization's jobs to her/his needs. Based on the volunteer's goals and the organization's volunteer needs, describe how the volunteer can meet her/his needs with the Club.
  - Design a contract for each position specifying tasks, responsibilities, schedules, "try out" periods. A contract may be a simple verbal agreement, such as "See you Tuesday at 6:00 p.m. at the Club office. Jane, the phone captain, will explain the Get-Out-the-Vote project and phone bank for the evening. You're shift is from 6 to 9, including time for an orientation, meeting other volunteers and refreshments. Any questions? Do you need a ride? ..." Other tasks may require a more formal written job description.
  - With the volunteer, design a volunteer career track, if appropriate. Ask what they want to do now and in the future. Plan with them ways to meet those needs with the Club.
- Act
  - Provide orientation to the organization and the task.
  - Provide on-going training, coaching and mentoring. Ask the volunteer for their suggestions for how to improve the experience.
  - Encourage two or more volunteers to work on the same schedule. Match new volunteers with seasoned volunteers.
  - Provide opportunities to build relationships and share pride in cultures.
  - Provide recognition with thank you letters, newsletter articles, gifts such as plants, mugs, certificates, etc. Provide what is meaningful to the volunteer.
  - Publicize the results of the volunteers' efforts-among other volunteers, in the newsletter, at a thank-you event.
- Assess again
  - Evaluate the experience with the volunteer. Did they get what they were looking for? What suggestions do they have for the organization?