



Volunteer Management 101 Toolkit

United Way Nonprofit Connection
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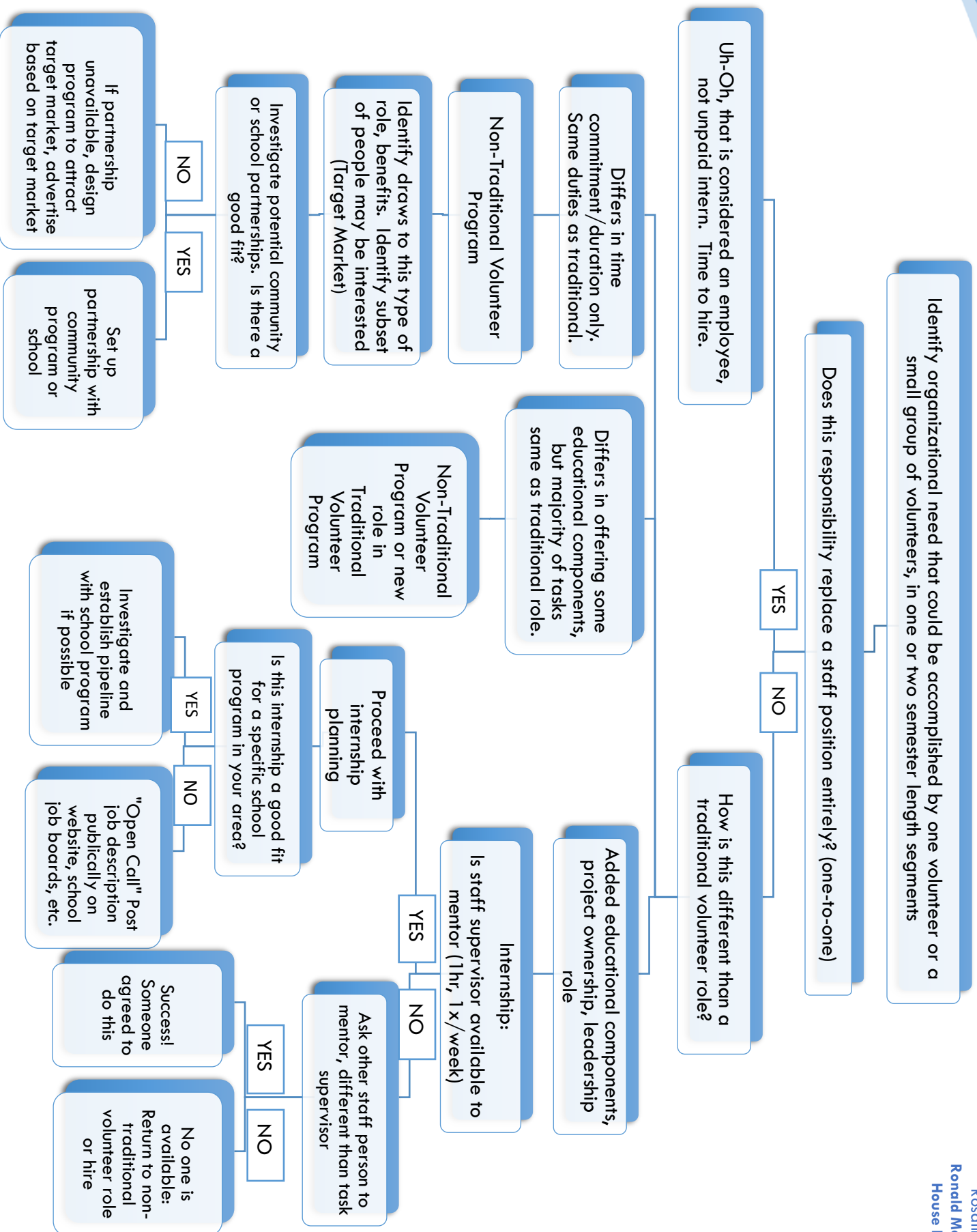
NOTES

Agency Needs Assessment: Volunteer Program Planning Worksheet

Agency Need	How frequently is this a need?	What topics of training needed?	What qualifications are needed?	What are the risk factors? (high/low?)	Who can support this role?	If current role, what is working well?	If current role, what are the challenges?

CHOOSE YOUR OWN VOLUNTEER PROGRAM ADVENTURE

Sarah King
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Volunteer Position Description Worksheet

Title _____

Purpose/Objective _____

Program Description _____

How Does this Connect to the Mission? _____

Location _____

Key Responsibilities _____

Qualifications _____

Time Commitment _____

Training/Support Provided _____

Benefits _____

Volunteer Supervisor _____

Phone _____

Email _____

Recruitment Strategy Worksheet

Who will be qualified and interested in this position? _____

Who will be able to meet the time commitments? _____

Where will we find these people? _____

What motivates them to serve? _____

What is the best way to approach them? _____

What methods can we use? _____

With what groups can we partner? _____

Where can we post/distribute recruitment information? _____

What are specific ways/places we can target diverse audiences? _____



Volunteer Program Building Blocks

Every great volunteer program is based on the same, basic building blocks. A strong foundation is key to having a program that retains engaged volunteers. Below are things that should be considered when adding volunteers to your organization.

- **Before building a program:**
 - Be sure to have a clear, concise goal: why does your organization need volunteers?
 - How will they contribute to the organization?
 - Consider the advantages and disadvantages of hosting volunteers: cost, time, labor, cost-savings, benefits to clients, benefits to organization
 - If determined to be beneficial to move forward, obtain buy-in from all departments working with or interacting with volunteers
 - Include department representatives in planning for the volunteer program, enlist support of senior leadership
 - Ensure staff members see the value in having volunteers
 - Ensure staff members understand the purpose of the volunteers
 - Do the planned volunteer tasks and program align with your organization's mission? Core Values? Strategic priorities?
 - Decide on the requirements for your volunteers
 - Minimum age
 - Commitment (X number of hours, Specific time of year, etc.)
 - Medical requirements (i.e. TB test, tetanus, etc.)
 - Will they be recurring (year-round) or one-off events?
 - The set up and organization for these is typically very different
 - Determine the structure of staff support for your volunteer program.
 - Consider the best option for your organization:
 - Outsourcing - rely on other well-established nonprofits or public agencies, such as United Way, or volunteer clearinghouses to assist in recruiting volunteers. Could contract to add placement and evaluation as well.
 - Decentralized – Each department within an organization is responsible for own volunteer recruiting, placing & training, tailoring the program to their department's specific needs
 - Centralized – single office or department responsible for coordination of the program including recruiting, screening, placing. Volunteers deployed to and supervised by department.

- **Beginning the Program:**
 - Security protocols:
 - Do your volunteers require a background check? How in depth should you go?
 - What platform will you use? The same for staff, or something different?
 - Recruitment:
 - Who are your target markets for volunteers?
 - Could a university/community/corporate partnership be considered?
 - How will you advertise to potential volunteers?
 - How will potential volunteers let you know they're interested?
 - Online application? Paper apps? Will you accept applications year-round or have set application and program timeframes?
 - Have a selection process in place – you should always be able to justify your “Yes” and “No” candidates.
 - Onboarding:
 - How in-depth of training do your volunteers need?
 - How long should it be?
 - This should be determined by the commitment your volunteers are making and potential risk factors.
 - What information can your recruits be responsible for learning on their own (Handbook, certain policies, etc.)
 - What information should be delivered in person (emergency protocols, expectations while volunteering)
- **Throughout the Program:**
 - Communication – how frequently will you communicate with your volunteers? What type of information will you share with them?
 - Reporting success of your organization. Be able to measure the impact of your volunteers – how are they helping the organization? How do you want to communicate this?
 - How will you recognize your volunteers?
 - One-time volunteers vs long-term volunteers
 - Is there anything your organization can offer as a “thanks” that is unique?
 - Dinner or Banquet? Appreciation party?
 - Feedback. Always be open to input on the program from your volunteers – this can come in many forms, but it's up to you to set the standard:
 - Yearly survey, 30 days after training, 90 days after training, etc.
 - Program evaluation (great for one-time events, internships, etc., can be used to improve future ones)
 - Exit surveys

Volunteer Software Suggestions

- Volgistics: www.volgistics.com
- Volunteer Impact (Better Impact): www.betterimpact.com/volunteer-impact-volunteer-management-software
- Volunteer Hub: www.volunteerhub.com
- Give Effect (Volunteer system): www.giveeffect.com/volunteer-management-software
- VOMO: (for group volunteers or episodic volunteering) www.vomo.org
- VSYS: www.vsysone.com/pages/vsysfamily

Volunteer Recruitment Websites

- www.VolunteerMatch.org
- www.Idealist.org
- www.AllForGood.org
- www.VolunteerHouston.org
- www.TapRootFoundation.org

Background Check System Suggestions

- Fastrax Select: www.fastraxselect.com
- Marcus Background Investigations: www.marcusbackgroundinvestigations.com
- Verified Volunteers: www.verifiedvolunteers.com
- First Advantage Volunteer: www.fadv.com
- Your own organization's Human Resources Department – what are they using for employment background checks, and could your needs be covered in house?

Check out examples of Volunteer Handbooks, Volunteer Job Descriptions, Volunteer Applications, and Volunteer Surveys and other resources on the HAVA website!

www.hava.org

CONNECTIONS

We hope you've connected with other volunteer administration professionals at this workshop. Please use this space to record contact information and notes about your expanded network. We've gotten it started with our own names and information!

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