



# Volunteer Coordination

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*Working to Reduce Poverty in America.*



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## Today's panelists



Samantha Astley, Volunteer and Donations  
Coordinator VISTA at Catholic Charities Camden



Grace Kim, New Americans Contributing to  
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# Agenda

Volunteers

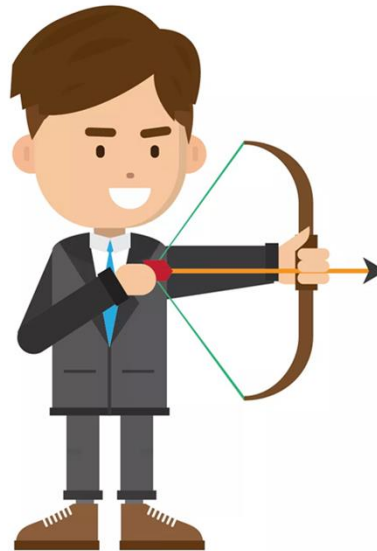
Volunteer description

Recruitment

Volunteer orientation

Managing volunteers

Volunteer friendly environment



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# Volunteers


# Organizational needs

Think about the type of volunteer your organization needs

Long term vs. short term

Ask yourself:

Who will be qualified and interested in this position

Where will find these people

What is the best way to approach them

# Volunteer Descriptions

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# Components of a volunteer description

Need: Is there a problem?

Solution: Can this job help solve it?

Fears/questions: Will I be capable of helping with it?

Benefits: What's in it for me?

Contact point: How do I get involved?

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## Symptoms of a flawed position

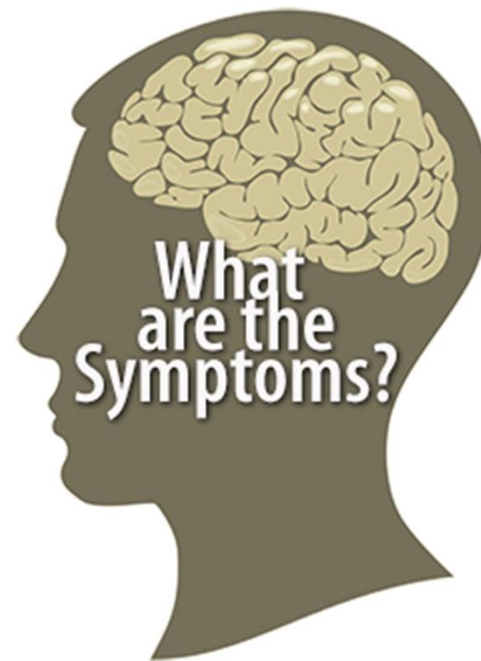
Difficulty recruiting for position

Difficulty finding the right candidate/fit


Lack of diversity among volunteers/applicants

Difficulty retaining volunteer

Inconsistent outcomes







# How to address flawed volunteer descriptions

Tailor volunteer position to specific audience.

Revisit volunteer motivations and benefits.

Consider language and terminology.

Revisit positions that have been difficult to fill.

Do you have a good fit between audience and role?

Adjust the time commitment of schedule.

Consider restricting the position.



# Recruitment

# Where to recruit

- In person
- Online
- Distribute flyers where potential volunteers congregate
- Partner with volunteers from other organizations
- Utilize social media
- Network with community groups and leaders
- Work with a local volunteer center
- Local businesses, restaurants, or cafes that support cause.



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## Who to recruit

- Faith-based groups/houses of worship
- Military bases or retired military groups
- Unions or trade workers associations
- Sororities and fraternities
- Retired firefighters or police
- Independent living homes
- Disability service groups
- Youth organizations
- Other national service programs

- Grocery store billboards
- Job counseling offices
- Schools and Universities



# Volunteer Orientation

What aspects of orientations, you've been a part of, have you found beneficial?

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## Benefits

- Reduce volunteer anxiety
- Promotes Organization's purpose and mission.
- Reduces volunteer confusion about their purpose.
- Limit volunteer turnover/attrition
- Save time for program management staff
- Develop realistic expectations, positive attitudes, and project satisfaction





## What to include

Overview of your program's mission, purpose, and history

Overview of the community agency's mission and services and how volunteer support is contributing to that mission

Explanation of how your volunteers' support is contributing to the community

Brief history of the issue or issue area

Description of what will happen during the volunteer project and how it will impact the agency and community

Some possibilities of difficult situations that could arise and the best way to handle those situations.

Next steps and contact info for necessary staff, contact info incase of emergencies.



# Managing volunteers





## Tools

Email  
Google Docs  
Excel  
Signup Genius  
Doodle  
Google Calendar  
Volunteer Binder

## And how to use them

Create an email list of different groups/ task specific volunteers  
Create a document in google docs that can be shared with volunteers where they can add ideas  
Create a volunteer spreadsheet with the volunteer's name, email, phone number, interest/ skills and more  
Use Signup genius when planning events to reserve timeslots and keep track of volunteers  
Keep track of daily volunteer activities by logging their information onto a google calendar  
And a good old fashioned paper binder to keep all relevant documents and emergency information for your volunteers

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# Retention

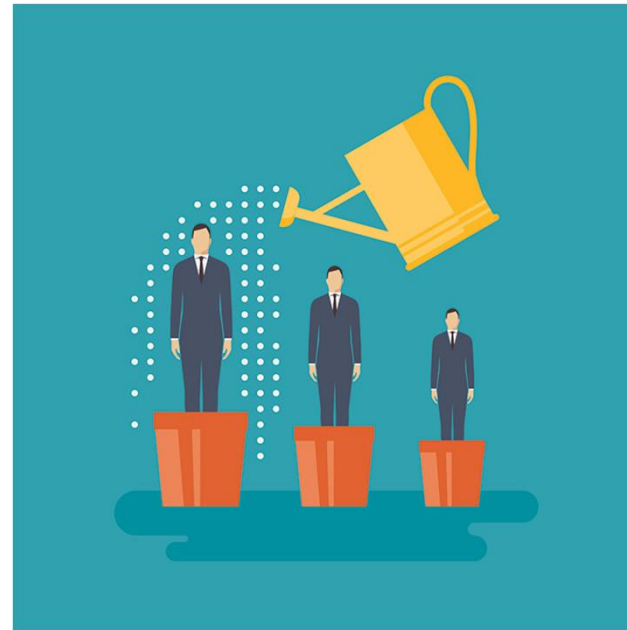
Be prompt

Clearly explain duties

Share knowledge

Be personal

Be reliable



# Volunteer friendly environment





# Volunteer recognition

## Everyday recognition

Send a thank you note or email

## Intermediate level recognition

Write an article about the volunteer,  
nominate them for an award, etc.

## Advances recognition

Annual recognition event, give them  
additional responsibilities, enlist them in  
trainings, etc.

## Give it:

Frequently

Using a variety of methods

Honestly

To the person, not the work

Appropriately to the achievement

Consistently on an individual, timely basis

For what you want more of

# Dealing with conflict

Talk about it openly and professionally

Document any incidents immediately

Consult the individual or institution responsible for managing the volunteer



What are other ways you can create a volunteer friendly environment?

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Questions?

**Thank you!**

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