



work.org

Contact: 512.582.2197, info@nvcnetwork.org;

Developed by the Beverly Foundation

The ABC's of Volunteer Management

A-Ask

The number one reason people volunteer is because they are asked. Ninety percent of all volunteers say they would volunteer when asked and 93% of volunteers are more likely to volunteer if the effort is coordinated by a faith-based organization.

B-Build Relationships

Building personal caring relationships with volunteers is key. Volunteers want to feel connected to your program. Building relationships starts with recruitment and continues through training, supervision and recognition.

C-Communication

Communicate clearly and regularly with volunteers about your program. Keep your volunteers in the “loop” about new projects and fund-raising ideas. A minimum of quarterly supervision is a key strategy for volunteer retention. Program directors may use e-mail, phone calls, newsletters, cards, letters and special meetings to stay connected to their volunteers.

D-Development

Develop diverse tasks or projects for which volunteers can serve. Volunteers can serve as administrative helpers and speakers on behalf of your program. Volunteers are more likely to stay committed to your program if you offer a minimum of two different services and different opportunities for services. Also, consider volunteer teams and family volunteering as further strategies to keep the volunteers interested.

E-Educational Opportunities

Provide education and training for your volunteers on an ongoing basis. Volunteers are more likely to be committed to your program if they feel impaired for their responsibilities receive regular supervision and are provided the opportunity to share their volunteer stories with others.

F-Flexible Hours

Since many people volunteer when it is convenient, consider offering flexible scheduling for volunteers. It is important to have a volunteer pool that is able to accommodate your care receiver requests. Encourage retired persons to volunteer for daytime hours and working professionals, college students and other groups to assist with evening and weekend requests.

G-Gatherings

Gather with your volunteers for a meal to promote fellowship and a sense of ownership with your program. Volunteers want to feel connected with the mission of the program and with other volunteers. Having regularly scheduled meetings and opportunities for social interaction, along with supervision is a key to volunteer satisfaction.

H-Honor

Honor your volunteers with recognition awards and ceremonies. Volunteer recognition should be ongoing, and a great way to show your program's appreciation for the hard



work.org

Contact: 512.582.2197, info@nvcnetwork.org;

Developed by the Beverly Foundation

work and dedication of your volunteers. Encourage local businesses to donate gift certificates or prizes in honor of your volunteers.

I-Involvement

Gaining volunteer feedback is an important strategy in recruiting and maintaining an active volunteer pool. Encourage involvement and feedback from your volunteers through regularly scheduled meetings with the volunteer coordinator and/or program director and administer annual evaluations of your program. Involve volunteers by ensuring a volunteer perspective is represented on your board or advisory committee.

J-Job Description

Another key strategy of communicating effectively with your volunteers is through a position description. It is important for programs to develop position descriptions for volunteers that clearly outline expectations, duties and responsibilities.

K- Kindle Enthusiasm

The program director or volunteer coordinator is the team captain for the volunteers and should maintain a positive and optimistic attitude. Volunteers will catch your enthusiasm and excitement for the program. Make volunteering and gatherings fun! Remember to celebrate your program's success!

L-Lend a Helping Hand

The program director or volunteer coordinator leads by example. Let your volunteers see you involved in the daily functions of your program. Volunteers are more likely to catch onto the good works that you do and lend a helping hand where necessary.

M-Match Carefully

By offering a diverse range of services, you are more likely to successfully match your volunteers and care receivers. Volunteers are more likely to continue volunteering in your program if an attempt is made to match them according to their talents and gifts. Consider volunteer team matches for even greater flexibility, but keep in mind that many volunteers are drawn because of their desire for a one-to-one match.

N-Nurture

Develop nurturing relationships with your volunteers. Communicate regularly with volunteers about upcoming events and ongoing projects, and remember to add volunteers to your monthly newsletter mailing list. You may also want to provide additional educational materials to your volunteers to increase communication and assist in building strong relationships.

O-Organization

Program directors and volunteer coordinators should maintain organized records. Having organized records will help you keep track of the people you are serving in your community, volunteer service hours provided and special projects. These records may also assist you in volunteer recognition activities and are of interest to your funders and donors.



work.org

Contact: 512.582.2197, info@nvcnetwork.org;

Developed by the Beverly Foundation

P-Publicity

Publicly acknowledge your volunteers for their dedication and hard work. For example, you can list their names in your program's newsletter, recognize them at a volunteer luncheon /dinner, at their congregation, or run an ad in the local newspaper recognizing the program's volunteers.

Q-Quality Supervision

Providing quality supervision to your volunteers increases and encourages communication, which leads to volunteer retention and satisfaction. Some programs use the volunteer team or congregational coordinator model to assist with supervision.

R-Recognize

Recognize, recognize, recognize. Consider acknowledging volunteers who have donated considerable volunteer hours to your program or volunteers who emulate the mission of your program through the service they do in the community. Remember recognition that is individualized is most meaningful to volunteers.

S-Satisfaction

Evaluate volunteer satisfaction through regular evaluations of their volunteer experience. Let your volunteers know that you are listening to their suggestions and frustrations. Also consider administering a care receiver satisfaction survey to monitor services provided by the program.

T-Thank You, Thank You, Thank You

You cannot thank your volunteers enough for their hard work. People are motivated when they feel appreciated and part of the program. Thus, they are more likely to be committed to your program. Send a quick e-mail card or thank-you note to show your gratitude and appreciation. Try getting your board involved in thanking volunteers, and remember to take time to thank donors, board and coalition members as well.

U-Understanding

Remember, many of your volunteers have different reasons for volunteering. Some believe this is a ministry or others volunteer because they have received help themselves. Be mindful to acknowledge the many reasons why people want to be part of your program.

V-Validate

Validate the volunteers and their experiences by providing an environment that encourages the volunteers to share their experiences with each other. You may find that volunteers get their energy from each other and providing an opportunity to share their experiences and stories can help keep everyone connected to the program.

W-Welcome

Welcome different faiths of your community through volunteer opportunities. Focus on ways to promote diversity and grow and deepen the existing coalition. Those that attend religious services regularly are more likely to volunteer.



work.org

Contact: 512.582.2197, info@nvcnetwork.org;

Developed by the Beverly Foundation

X-Mistakes

Do not worry about mistakes. Utilize volunteer training and supervision to minimize and “X” out mistakes. Learn from the mistakes made and move forward to prevent making the same mistake twice.

Y-Youth

Recruit and utilize youth volunteers for your program. They can be enthusiastic volunteers and community service can encourage youth to be active in their community.

Z- Zip!!!

Zip through this list periodically to refresh your zeal and ideas about volunteer management. Successful volunteer programs require careful attention to needs of volunteers and care receivers.