



VOLUNTEER MANAGEMENT:  
Attracting and keeping the  
best of the best

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CONSULTING

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What are your biggest volunteer challenges or questions?

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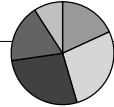
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COURSE OUTLINE



PLANNING

ELEMENTS OF A  
VOLUNTEER  
PROGRAM

LEADERSHIP

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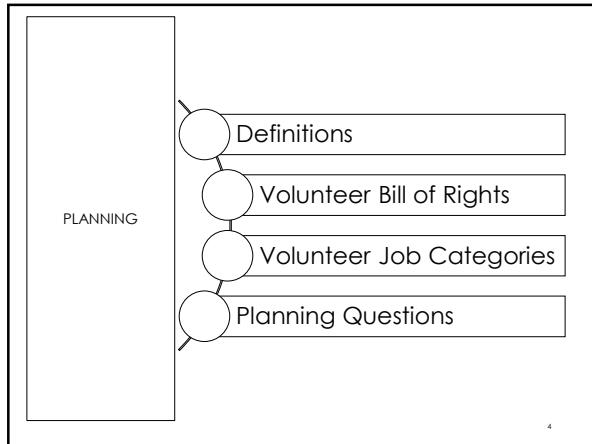
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**Planning: Definitions**

A **VOLUNTEER PROGRAM** is a way of organizing, standardizing and personalizing the management of and communication with a disparate group of people, with different motivations and skills, who are joined by one thing: *an interest in (and if you're lucky a passion for) **YOUR MISSION.***

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**Planning: Definitions**

A volunteer is someone who:

- Has chosen to help
- Fills a need in the community
- Expects no financial return

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**Planning**

**Volunteer Bill of Rights**

Workbook  
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1. The right to be treated as a co-worker, not just free help.
2. The right to suitable assignment.
3. The right to know as much as possible about the organization, its policies, its people, its programs.
4. The right to training for the job.
5. The right to information about new developments and training for greater responsibilities.
6. The right to sound guidance and direction, by someone who is experience and has the time to invest in supervision
7. The right to a place to work – an orderly designated place – worthy of the job to be done
8. The right to promotion and a variety of experiences
9. The right to be heard, to have a part in planning
10. The right to recognition in the form of promotion and rewards,

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**Three Volunteer Job Categories**

CASUAL/ OCCASIONAL	ONGOING	LEADERSHIP
short term projects and events	long term clerical administrative and program assignments	boards and committees

Workbook  
Page 3

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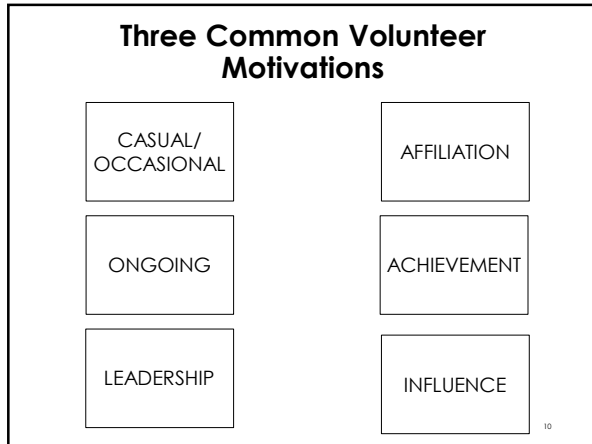
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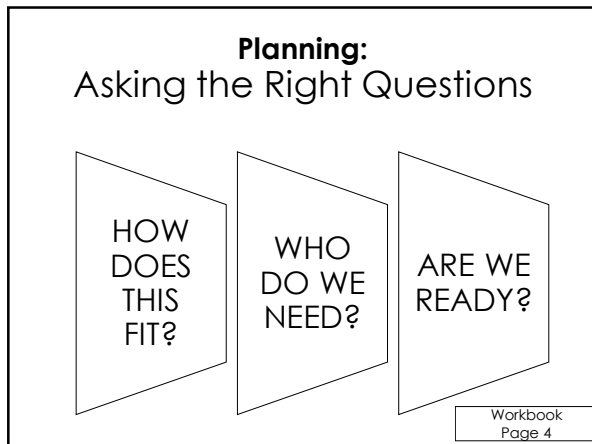
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HOW DOES THIS FIT?	Question #1
	How does the volunteer program fit into the overall mission and programming?

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WHO DO WE NEED?	Question #2
	Skillsets Demographics Affiliations

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ARE WE READY?	Question #3
	What infrastructure do we already have in place? What do we need?  Job descriptions Workspace Management staff Budget

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HOW DOES THIS FIT?

WHO DO WE NEED?

ARE WE READY?

**BREAKOUTS**

Which question is most relevant to your organization?

What can you do to address it?

PURPOSE: To deepen the level of PLANNING you put into developing your volunteer program.

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**Let's talk!**

Questions  
Comments  
Ideas to share

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**BREAK**

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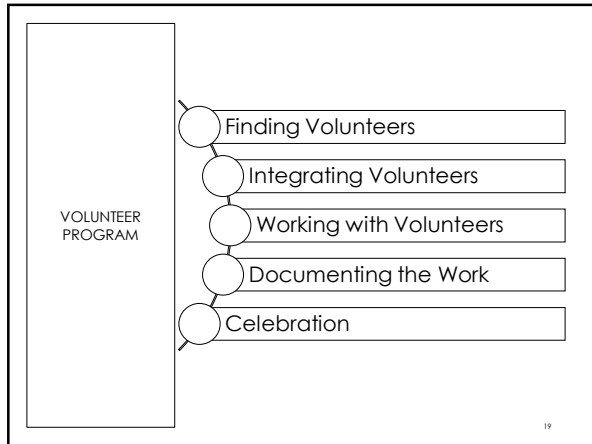
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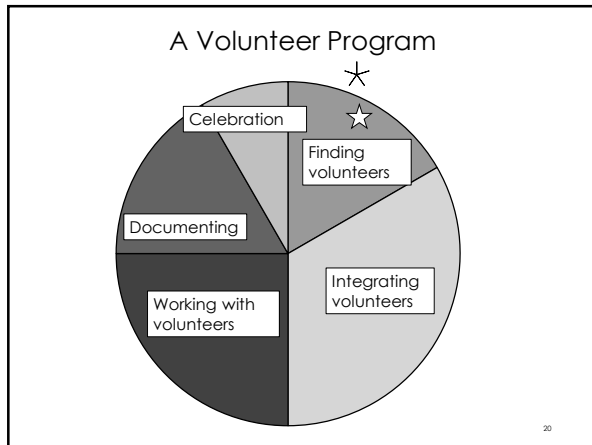
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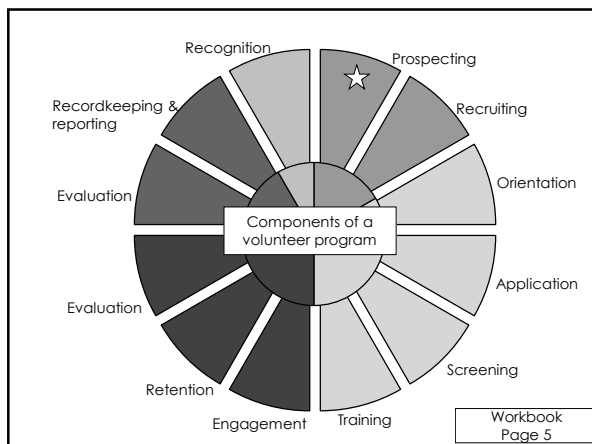
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Finding Volunteers

Prospecting

Recruiting

Workbook  
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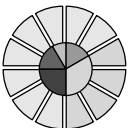
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Integrating Volunteers

Orientation

Application

Screening

Training

Workbook  
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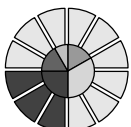
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Working with Volunteers

Engagement

Retention

Evaluation

Workbook  
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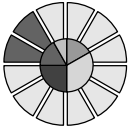
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Documenting the Work

Evaluation

Recordkeeping and Reporting

Workbook  
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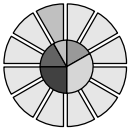
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Celebration

Recognition

Workbook  
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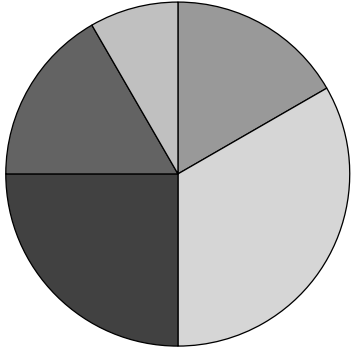
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**BREAKOUTS**

You will have one of these 5 topics to work on.

Make a list of all of the activities you can do make the most of that topic.

Use the Google doc to collect ideas.

If you need help deciding who talks, go in alpha order.

**PURPOSE:** To develop together specific actions that will contribute to a cohesive, strong volunteer program.

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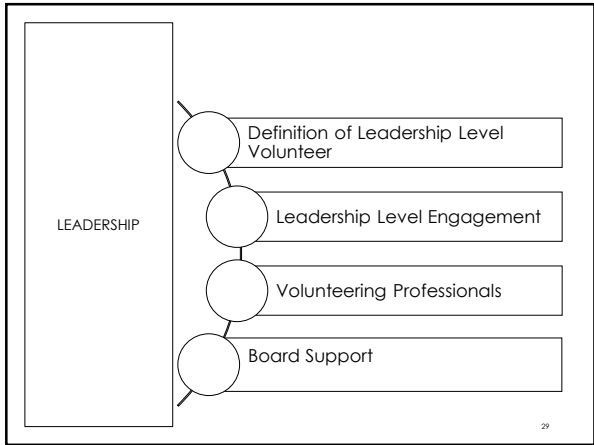
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**Leadership: Definitions**

**Leadership Level  
Volunteers**

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**Leveraging Recognition**

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**Keep Leadership Level Volunteers  
Engaged**

They're individuals

If they help design and deliver it, they own it (orientation, fundraising, events)

Give them the tools to do the job



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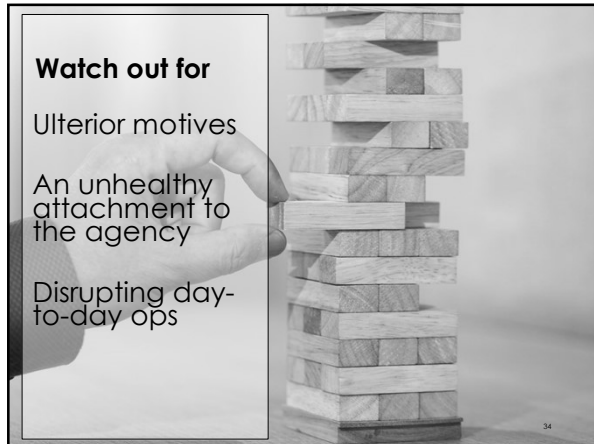
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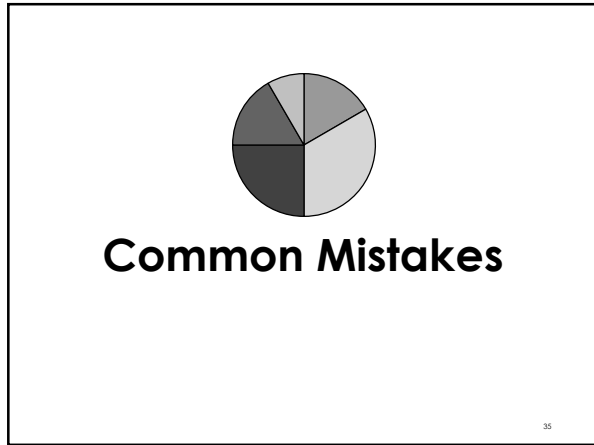
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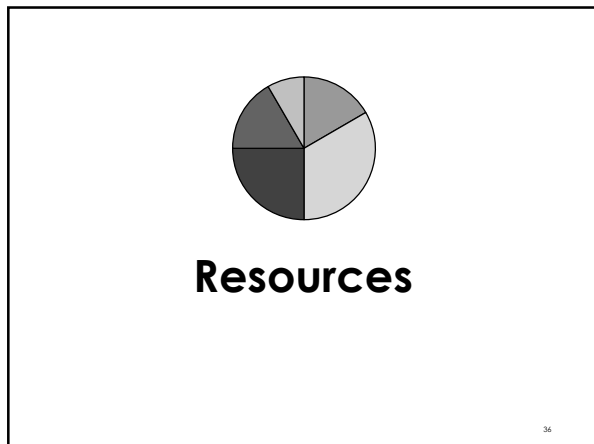
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**Let's talk!**

Questions  
Comments  
Ideas to share

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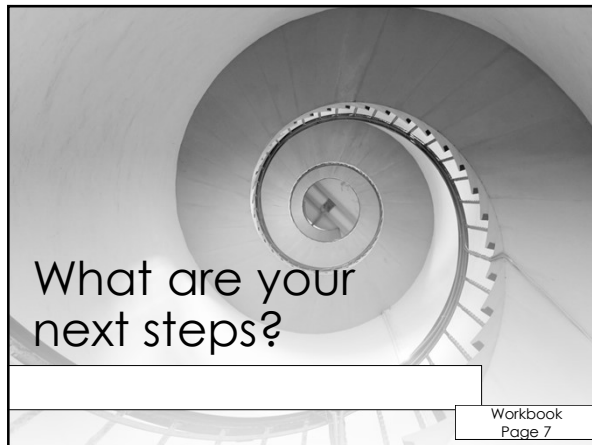
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What are your next steps?

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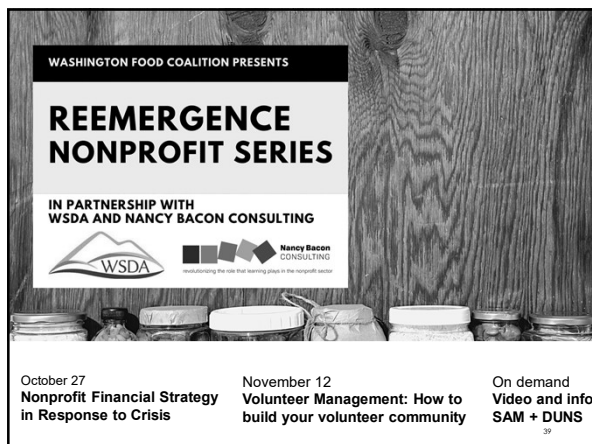
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WASHINGTON FOOD COALITION PRESENTS

**REEMERGENCE  
NONPROFIT SERIES**

IN PARTNERSHIP WITH  
WSDA AND NANCY BACON CONSULTING

October 27  
Nonprofit Financial Strategy  
in Response to Crisis

November 12  
Volunteer Management: How to  
build your volunteer community

On demand  
Video and info  
SAM + DUNS

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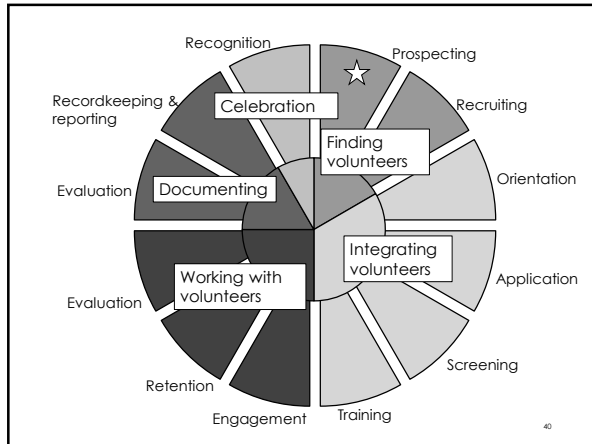
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