

Supporting Organizational Staff in Working with Volunteers



Who Is In the Room?

- Organizations with a FT or PT staff position designated to oversee volunteer management.
- Many of you are that person.
- Many of your organizations have multiple staff who work directly with volunteers.



By the end of the session

You will have:

- Gained tools and skills to support staff who work with volunteers.
- Feel ready to support staff in their work with volunteers.



Volunteers



Hands On

TWIN CITIES

Be the Change. Volunteer.

Share with the person next to you

What challenges do you see at your organization around the staff's ability to work with volunteers?



At your table



What is going well for your organization as staff work with volunteers?



Gaining Buy In

- Value of volunteers
- Understanding volunteer motivation
- Dreams and Wishes
- Assessing your Organization's Climate



Warm Up

Staff Brain Storm:



- Think about a time you volunteered and it was a great experience. What made it a GREAT experience?
- Think about a time you volunteered and it was a bad experience. What made it a BAD experience?



What value do volunteers bring?

What value do volunteers bring to our work?

What issues can make it difficult to work with volunteers?

What are some potential solutions to address these issues?



Motivational Styles

Achievement

Affiliation

Influence (Power)



Motivational Styles

Achievement

Affiliation

Influence

- How does this motivational style like to be supervised?
- How does this motivational style like to be recognized?
- What type of communication works best for this group?



Dreams and Wishes

- Develop a list of your work tasks:

Tasks completed on a “regular” basis. You determine what “regular” means (Daily, Weekly, Monthly)

- Identify your “wish list”

What would you do if time, money, resources and competing priorities didn't exist?

- Circle tasks

Choose at least five tasks that you do not have time to complete to your satisfaction.



Dreams and Wishes

Making the Dream a Reality

Choose a task:

- Define the task or volunteer role.
- What is it? What are the steps in doing it?
- How much time does it take? When is it needed (daily, weekly, etc.)?
- How often does it happen (special event, once a quarter)?
- Why is it important? What is it dependent on? What else depends on it?
- How is its success measured?



Assessing the Climate

Respect

Trust

Clear boundaries

Group Identity

Open & honest communication

Positive attitude

Training



Vision

Fun

Flexible

Diverse

Interesting work

Competent leaders

Appreciation

Discussion

How is your organization currently training staff to work with volunteers?

Who would need to buy-in if more staff training and support is needed within your organization?



Gaining Buy In

1. Create a survey for staff
2. Share results widely
3. Develop a training plan based on identified needs.



Opportunities to Provide Training

- New hire orientation
- New programming
- Agency reorganization
- Staff Meetings
- Crisis



Next Steps

Suggested Topics for Staff Training



Leading Volunteers

1. Screening
2. Supervision and Communication
3. Policies
4. Training

Staff and Volunteers



Leading Volunteers

5. Recognition
6. Insurance
7. Tracking
8. Measuring Impact



Recognizing Volunteers

Think about volunteer recognition in your life

- When was it meaningful?
- When did it miss the mark?



Supervising Volunteers

Key Elements

- Orientation
- Support
- Reporting
- Evaluation





AMONG volunteers

Communication

Why: The more the volunteer knows about what you need and the more you know about the volunteer, the more will get done.

Do:

- Two-way feedback including regular volunteer satisfaction surveys and informal input.
- Regular systems of communications such as newsletters, weekly e-mails and web resources
- Performance appraisals for main ongoing positions.

Supervising Volunteers

Skills and Qualities of a Good Supervisor

- Delegation
- Coaching
- Listening
- Conflict Resolution
- Recognition
- Trainer / Teacher
- Team Builder
- Trustworthy
- Consistent
- Positive Attitude
- Empowering
- Supportive



Supervisors

- Promote team spirit
- Set standards
- See the big picture
- Eliminate obstacles
- Give feedback on performance
- Help people grow
- Serve as a role model
- Help volunteers connect their tasks to the mission/goals of the organization
- Keep things running smoothly
- Organizes work schedules
- Assess the quality of peoples work
- Resolve systems problems
- Plan and lead team meetings
- Serve as a consultant
- Be an advocate for the team
- Facilitate communication
- Answer questions
- Ensure compliance of policies
- Praise



Rights and Responsibilities

Both volunteers and paid staff
have rights and responsibilities
related to their roles.



Volunteer Rights and Responsibilities

- A position that is worthwhile and challenging
- To be trusted
- Kept informed
- To learn and grow
- Orientation and ongoing training
- Support from a designated supervisor
- Out-of-pocket reimbursements
- Be treated as a colleague
- Know his/her limits
- Respect confidences
- Follow guidelines
- Be prepared
- Use time wisely
- Participate fully in training
- Ask questions
- Give direct feedback
- Refuse gifts or tips from clients
- Work as a team



Staff Rights and Responsibilities

- Decline a volunteer
 - Expect that the volunteer will follow through
 - Give the volunteer a trial or probationary period
 - Evaluate the volunteer's performance
 - Expect quality work
 - Report problems and progress to designated staff
 - Be respected and trusted as a colleague
- Provide written position descriptions
 - Provide adequate time and training
 - Provide ongoing feedback
 - Allocate resources
 - Provide recognition
 - Provide work space
 - Respect and trust



Whose job is it?

Volunteer Department

Volunteer Supervisor

Joint Responsibilities



At your table

Scenarios



Tips from the field

When you are the overall manager and most volunteers are supervised by program staff:

- Have an open door and always be a resource
- Develop structure for ongoing training
- Have regular emails and communication with program staff
- Check with volunteer to if they have the tools to do the job. Any obstacles?
- Celebrate and promote successes



Resources

- HandsOn Twin Cities
www.handsontwincities.org
Zeeda Magnuson – Zeeda@handsontwincities.org
- Minnesota Association for Volunteer Administration
www.mavanetwork.org
Polly Roach – Proach@mavanetwork.org

