

The logo for MAVA, consisting of the letters 'MAVA' in a bold, blue, sans-serif font. The background of the slide features abstract geometric shapes in various shades of blue, creating a modern and dynamic look.

MAVA

Volunteer Engagement Leadership: The Next Steps and Beyond

This session is:

When your Next Step is Your First Step

Introducing: Youuuuurrrr Speaker!

Susan R. Detweiler

Mom

The Fun Granny! 7 Verygrandkids! (No video games at Granny's house, much more fun is had there!)

Crawfish and Maggie's Mom (the dogs) (AKA Dog trainer)

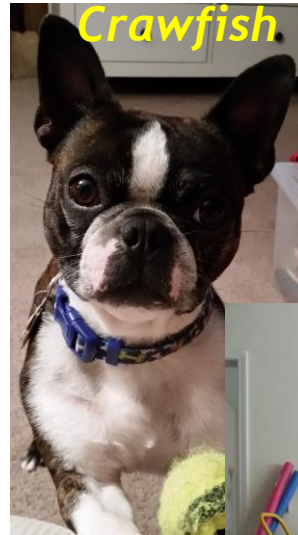
Lily, Franklin, Eleanor's Mom & Hope's step mom (the birds)

Chaplain formerly of hospices and currently volunteer chaplain for the Beaumont, TX Police Department.

Leader of The Well Armed Woman Golden Triangle Shooting Chapter in Beaumont, TX

Volunteer Resource & Donation Manager at the Southeast Texas Food Bank in Beaumont, TX.

(Among other and various duties and responsibilities!)



Crawfish

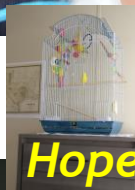


Cody & Maggie



Susan & Crawfish

Belle, Franklin & Eleanor



Hope



Granny & Gage



Maggie



Luke & Granny



Lily

Luke, Franklin & Eleanor



Gage



Dogtoberfest



Luke & Gage

Thanks to MAVA!

Big thanks to everyone who submitted ideas! (Yep, stole them!)

Thanks to my volunteers, who teach me everyday!

Finally to you for attending, be sure to write very good comments following the session!!! (Just kidding, you can be honest!)

It really does take a TEAM to make your job easier!

T

E

A

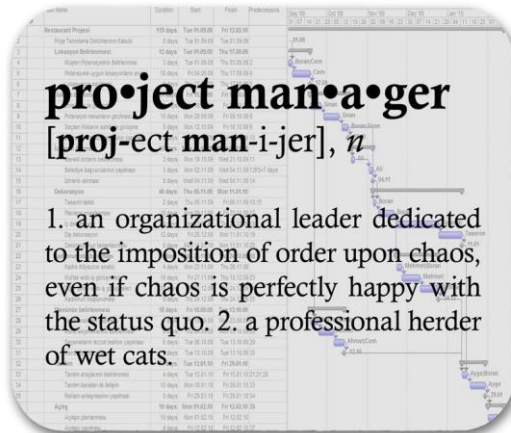
M

together

everyone

achieves

more



Topics Covered in this Session:

- ▶ Start from scratch!
- ▶ Tools of the Trade.
- ▶ Goals
- ▶ KISS Me!
- ▶ Best practices ARE best!
 - ▶ *Who?*
 - ▶ *Policy*
 - ▶ *The Legalese*
- ▶ Bring in outside help.
- ▶ Study your craft.
- ▶ Learn personality types.



Start From Scratch

Tools of the Trade



- ▶ Technology is your friend!
 - ▶ MS Office, Office 365, Word, PowerPoint, Excel, and on and on.
 - ▶ Volunteer Management Systems.
 - ▶ CERVIS
 - ▶ Many others
 - ▶ Do your homework!
 - ▶ User Friendly?
 - ▶ That means is it easy for YOU??
 - ▶ Volunteer Friendly?
 - ▶ Can your oldest and youngest volunteer understand it and use it?
 - ▶ Remember what Lincoln said!
 - ▶ Report Friendly?
 - ▶ Can you produce the reports easily and timely?
 - ▶ Portable?
 - ▶ Can it be used from remote locations or from home?
 - ▶ I HATE PAPERWORK! (do you?)

My Boss Loves Goals!..... (I don't!)



So how do you handle this?

First you go along with the boss.

Second you make sure you meet the goals set for you.

Third, work in a way which is comfortable for you.

Fourth, be efficient.

Fifth, complete tasks.

Sixth, be prompt.

Just K.I.S.S. Me!

- ▶ Keep It Simple Susan!
- ▶ Don't overcomplicate tasks, issues or problems.
- ▶ Don't worry about tomorrow. It will take care of itself. You have enough to worry about today.
 - ▶ *Matthew 6:34, The Bible*
- ▶ Try not to react, try to process first, then solve, not stress.



Keeping it Simple!



Hey! Are there any volunteers who can help me clean up?

- ▶ Don't add too much too soon.
 - ▶ Give the program time to settle in and grow. Soon you will have more to do than you expect!
- ▶ Don't be pulled in by everyone else's opinion of what YOUR volunteer program should look like.
- ▶ Branding and look are important.
 - ▶ Don't just use the organizations branding, but don't omit it either. Use the main branding but have some of your own designed.
- ▶ Don't use Uncle Bob or Dora's cousin's son to do your graphics! You will have garbage usually and then if you don't use it their feelings are hurt. Keep it professional. You will be glad you did in the long run and happy that you kept your relationships in good standing.

Best Practices

- ▶ Goals
 - ▶ I HATE GOALS, but you may not!
- ▶ Plan backwards
- ▶ Recognition is essential
- ▶ Work closely with upper management.
- ▶ Study
- ▶ Timing is everything



Who are you allowing to volunteer?

- ▶ Good hearted every day “normal” people?
- ▶ Teens? (ages 13 to 17)
- ▶ Children? (12 and younger)
- ▶ University and college students?
- ▶ Community service from school?
- ▶ Community service from court?
 - ▶ Do you take all of them? Part of them? How do you decide? What is your policy and criteria?
- ▶ Retirees?
- ▶ Disabled?
 - ▶ Does your organization account for people with disabilities according to the ADA?
 - ▶ Service animals allowed?
- ▶ Sharing volunteers? (What’s that?)



I would like to volunteer
for a cause that doesn't
need my help.



your  cards
someecards.com

Volunteer Management Policy

Is one already in place?

Is it outdated and use terms which are outdated. (For me “coordinator” is an outdated term. We **MANAGE** a lot of people, we are managers.)

If no policy exists, can you write one? Do you need help? (Professional volunteers are of great use for things like this)

Where do you turn?

Management above you.

The Board of Directors

Talking to other organizations like your own.

Waivers/Liability Releases/ Confidentiality Agreements/ Media Releases

- ▶ Are any of these in place?
 - ▶ Decide which you need first.
- ▶ Roll into one document!
 - ▶ Sure does save time and money!
 - ▶ Money? Sure, YOUR time! Personnel costs are usually the highest in any organization or industry.
- ▶ In what form are you keeping the forms?
 - ▶ Hard copies
 - ▶ Electronic copies
 - ▶ Scanned
 - ▶ E-signature, then you'll need software.
- ▶ How often should volunteers sign such a document?
 - ▶ The first time they arrive?
 - ▶ Every year?



Bring in
Others



A Volunteer for ME???

- ▶ First Rule of Volunteer Managers
 - ▶ Get Yourself an Assistant!
- ▶ Second Rule of Volunteer Managers
 - ▶ Get Yourself an Assistant!
- ▶ Third Rule of Volunteer Managers
 - ▶ Get Yourself Another Assistant!



Working with Staff

- ▶ Do you have sandpaper people on your staff? (If you answer no to this question you have flunked the course!) LOL
- ▶ How do you handle people who always answer NO?
- ▶ Non-cooperative staff issues
 - ▶ How do you approach and resolve?
- ▶ Is senior management on board and understand volunteers, volunteerism and volunteer management?
 - ▶ How do they see you and the volunteers and what do they expect?
 - ▶ How do you change an uncooperative mindset among senior management?



"Alone we can
do so little;
together we
can do so
much."
-Helen Keller

Learn for Life

- ▶ “Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young.”
— [Henry Ford](#)
- ▶ “Intellectual growth should commence at birth and cease only at death.”
— [Albert Einstein](#)
- ▶ “All the world is my school and all humanity is my teacher.”
— [George Whitman](#)
- ▶ Online learning
 - ▶ Classes
 - ▶ Webinars
 - ▶ Articles
 - ▶ Blogs
- ▶ In person
 - ▶ Conferences
 - ▶ Networking with others in your area.
 - ▶ Mentor

Have you considered personality?

▶ What type are YOU!

- ▶ Know thyself! *Socrates*
- ▶ Know your co-workers
- ▶ Know your upper management
- ▶ Know your volunteers
- ▶ Become good at spotting types

▶ Keirsey

- ▶ <https://www.keirsey.com/>

▶ Myers Briggs Personality Test

- ▶ www.personalityperfect.com/myers-briggs-personality-test/

▶ Personality test based on C. Jung and I. Briggs Myers type theory

- ▶ www.humanmetrics.com/cgi-win/jtypes2.asp

▶ Understanding Your Team: Who's Who in Your Hundred Acre Wood

- ▶ <https://recruitloop.com/blog/understanding-your-team-whos-who-in-your-hundred-acre-wood/>

Are you a GORILLA or a BEAR?

GORILLA'S ARE ALWAYS "ON"



BEARS KNOW HOW TO REST!



BE A BEAR!

Leave work at work.

- Many times you need to vent. Find a safe place and person to vent to, someone you can trust, and vent on the way home if possible.
- Keep home your safe place for you to rest and relax. Guard it jealously!



Take care of yourself!

- Victim services



Keeping up your energy!

- Stay healthy
- Stay hydrated
- Go to the doctor
- Have energy levels tested, many need something extra such as



Never allow outside influences to taint your interaction with the staff you work with or the volunteers you manage.

- This can damage relationships with your volunteers, staff and your FAMILY!

Presented by:

Susan R. Detweiler

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- ▶ Served in hospice as volunteer manager and chaplain for over 14 years
- ▶ Currently serves as Chaplain for the Beaumont, TX Police Department
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