SEVEN ESSENTIAL BUILDING BLOCKS

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Seven Essential Building Blocks for Successful Volunteer Management Programs

Sparking the Movement
MEALS ON WHEELS AMERICA
September 3, 2015

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Why Nonprofits Need Volunteers

- Budget Expanders
- Adds Credibility
- More Points of View
- Powerful Advocates
- Expands Talents & Skills
- Increases Diversity
- New Ideas & Resources
- Reduces Staff Workloads
- Willingness to Help
- Community Connections

FIRST THINGS FIRST

1. What are your organization’s vision, mission and strategic goals?
2. What are you trying to accomplish?/What is your purpose?
3. How do volunteers fit into your program’s mission, strategies and goals?
4. How can volunteers help you do more?
5. How can volunteers help you meet your program’s goals?
The City of Bloomington, IN

Vision

The City of Bloomington Volunteer Network seeks to build a strong, healthy and engaged community by connecting volunteers of all ages with opportunities to serve and by providing resources to volunteers and agencies in order to build creative and effective volunteer projects, programs and partnerships.

It is our aim to inspire, support and celebrate volunteerism in our community.


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ORGANIZATIONAL READINESS ASSESSMENT

Assess Staff

Volunteer Concerns

Current Volunteer Involvement

Needs Assessment

Involve All Stakeholders

Staff Concerns

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#3 Building Block

## POLICIES & PROCEDURES

- Eligibility
- Requirements
- Conflict of Interest
- Confidentiality
- Recordkeeping
- Safety
- Code of Conduct
- Supervision
- Communication
- Grievance process
- Volunteer & Client Interaction
- Dress Code
- Reimbursement

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### Policy Area: | Subject:
--- | ---

<table>
<thead>
<tr>
<th>Policy Area:</th>
<th>Subject:</th>
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<tbody>
<tr>
<td>Title of Policy:</td>
<td>Number:</td>
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<tr>
<td>Effective Date:</td>
<td>Page Number:</td>
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<td>Approved Date:</td>
<td>Approved by:</td>
</tr>
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<td>Revision Date:</td>
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### 1. Rationale or background to policy: (this area could also be on the back of this page)

It is important to write out why this policy needed to be created. Often when organizations review their policies they wonder where on earth this “came from?” Having a background puts the policy in context so that when reviewing time comes the organization can consider whether in fact it is still necessary for the original purpose. What was the issue/challenge behind creating the policy? Why was it necessary to formulate a policy? Provide an example to make it clear.

### 2. Policy Statement: A simple statement of What is to be accomplished.

### 3. Procedures: List in logical format the steps to take. How to implement the policy.

Source: Donna Lockhart, Oursharedresources.com

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DEVELOPING MEANINGFUL JOB OPPORTUNITIES

Building Block #4

- Reflect your long term goals
- High Impact
- Skill and talent based

Project-based

Short-term

Long-term

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DEVELOPING MEANINGFUL JOB OPPORTUNITIES MATRIX

Building Block #4

<table>
<thead>
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<th>Time Commitment</th>
<th>One time, for a few hours</th>
<th>Part-time (10+ hours/week)</th>
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<tr>
<td></td>
<td>Occasionally (weekly or monthly)</td>
<td>Full-time (30-40 hours/week)</td>
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DEVELOPING MEANINGFUL JOB OPPORTUNITIES: DEMOGRAPHICS

- **Families**
- **Adults**
- **Teens**
- **Work Groups**

DEVELOPING MEANINGFUL JOB OPPORTUNITIES: SCHEDULES

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<th>Duration</th>
<th>Flexible?</th>
<th>Days of Week</th>
<th>Times of Day</th>
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<td>All</td>
<td>All</td>
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<tr>
<td>3 months or more</td>
<td>No</td>
<td>Weekdays</td>
<td>Late nights</td>
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<td></td>
<td>Weekends</td>
<td>Mornings</td>
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<td>Holidays</td>
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<td></td>
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<td></td>
<td>Evenings</td>
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### GROUP ACTIVITY

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<th>Location:</th>
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<table>
<thead>
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<th>Time Commitment:</th>
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<table>
<thead>
<tr>
<th>Supervisor:</th>
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<table>
<thead>
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<th>Schedule:</th>
<th>Posting Expires:</th>
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#### Job Description

**Role and Responsibilities:** [Describe the tasks the volunteer will be responsible for completing.]

**Qualifications and Education Requirements:** [Describe the background and/or education needed for this position.]

**Needed Skills, Experience, and/or Core Competencies Needed:** [List skills or experiences that the volunteer needs to have.]

**Screening:** [How will the volunteer be screened? Reference check? Criminal Record check? Who pays for the screening?]

### RECRUITMENT PROCESS

**Recruitment**

**Selection**

**Orientation**

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Building Block #5

RECRUITING PROCESS: VARIATIONS

“Warm Body” Recruiting
Targeted Recruiting
Ripple Recruiting

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Building Block #5

RECRUITING PROCESS: INCREASING YOUR VISIBILITY

Make your opportunity appealing.
Ensure accessibility to current information.
Leverage local opportunities.
Collaborate with local businesses & organizations.

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### Recruiting Process: Selection

- Experience/Skills/Talents/Interests
- Motivation for Volunteering
- Ability to Comply with Procedures
- Availability
- Background Check
- Match for Each Other

### Recruiting Process: Orientation

- Welcome
  - Meet & Greet Key Staff
  - Tour of Building
- Overview
  - Mission, History & Vision
  - Services Provided & Clients Served
- Policies & Procedures
  - Rules, Guidelines, Regulations
  - Timelines and Calendars
  - Safety
- Retention
  - Additional Training
  - Support Available
  - Network
- Questions & Answers
• Volunteers needed to make our history come alive. Help in the office, with the grounds, and assisting guests at _______ Living Museum. Contact ______ at ______ or ______@_______

• Volunteers wanted to talk, laugh, and share with the residents of _______ Women’s Shelter on Saturday overnight shifts.

• Be a phone friend for a hospice patient. ____ Hospice is looking for volunteers who care about others. If you want to help, call _________________. Training begins soon!

• Love the theater? Volunteers know what goes on behind the scenes at the _____ Playhouse. Call _________ at ______ to tryout for your special role.
Building Block #7

RECRUITMENT: KEEPING VOLUNTEERS ENGAGED

Thank You

Listen Carefully
Make It Comfortable
Respond Quickly
Check in Regularly
Prepare for Emergencies
Watch for Burnout
Always Look for Ways to Improve
Show Your Appreciation
Instill Pride

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RETENTION THAT MATTERS

Group Activity

Wrap Up
Sources

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