



Volunteer Management

Workshop

26 November 2009



Volunteer Management

- A Volunteer Management System
- The Volunteer Manager
- Setting Policies and Procedures
- Retaining Volunteers
- Evaluation of the VMS


A decorative graphic in the top right corner of the slide. It features several blue dots of varying sizes connected by thin, light blue lines that curve and swirl. There are also some thicker, darker blue curved lines and a light blue circular shape. The overall style is elegant and modern.

Volunteer Management System



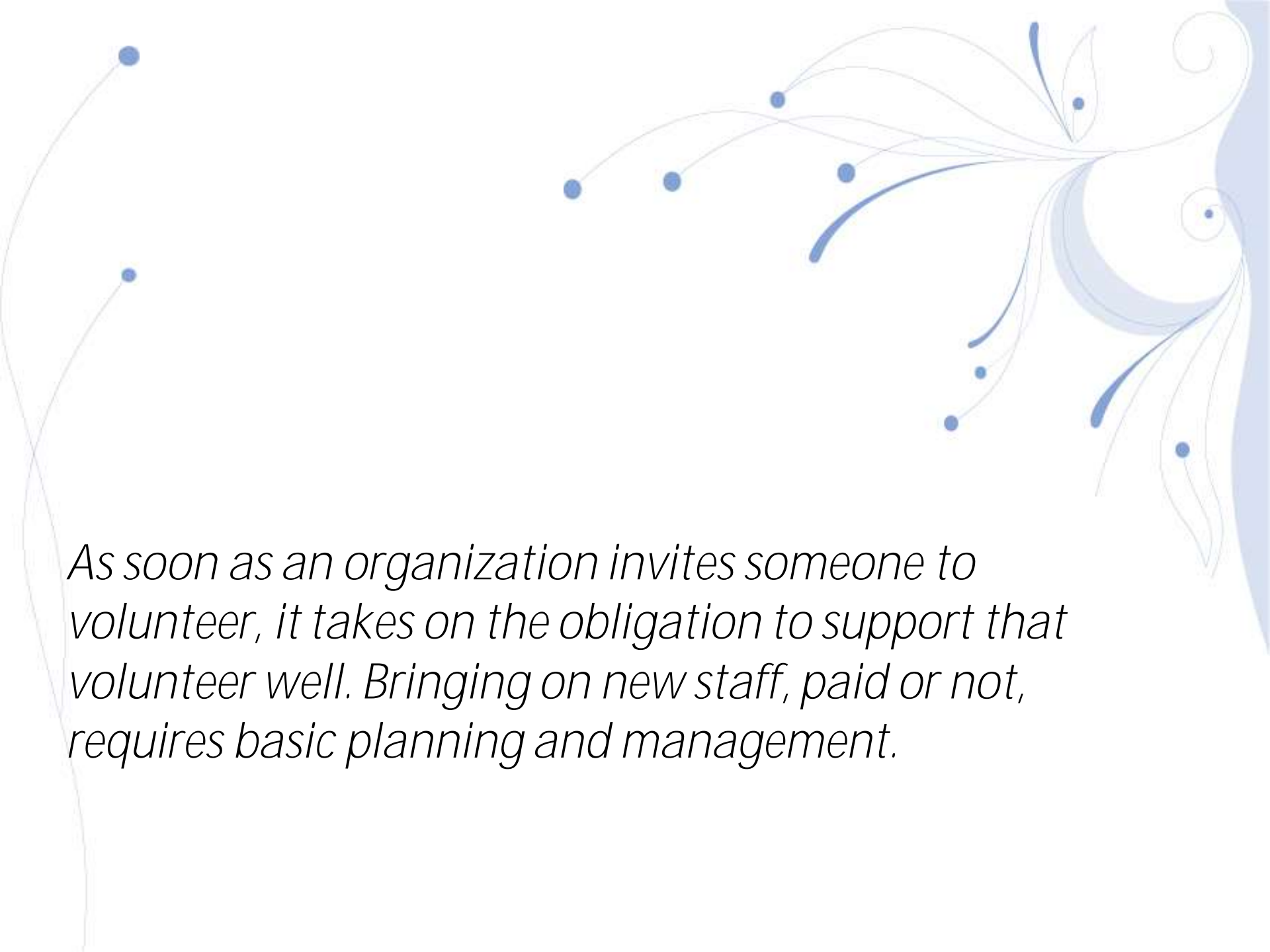
What is a Volunteer Management System?

A system for effectively working with volunteers
in pursuit of your organization's mission.



Why is a
Volunteer
Management
System
important?

-
- ✓ It is the framework for meaningful volunteering experiences.
 - ✓ Shared vision and planned actions bring about the best results.

A decorative graphic in the top right corner of the slide. It features a light blue background with several thin, flowing white lines that curve and swirl. Interspersed along these lines are several small, solid blue dots. The overall style is elegant and modern, resembling a stylized floral or abstract design.

As soon as an organization invites someone to volunteer, it takes on the obligation to support that volunteer well. Bringing on new staff, paid or not, requires basic planning and management.

A decorative graphic in the top right corner consisting of several blue dots connected by thin, flowing lines that curve and swirl, resembling a stylized plant or abstract design. The lines are light blue, and the dots are a slightly darker shade of blue.

A Comprehensive Volunteer Management System

National Volunteer & Philanthropy Centre

www.nvpc.org.sg

Component I

Concept Stage

1. Assess the need for volunteers
2. Design a budget
3. Keeping records

Component III

Implementation

1. Plan recruitment
2. Screen, interview and place volunteers
3. Orientation and training
4. Supervising

Volunteer Management System

Component II

Planning Stage

1. Job descriptions and/or action plans
2. Support facilities
3. Risk management
4. Volunteer handbook

Component IV

Review Stage

1. Recognize and retain
2. Performance reviews
3. Volunteer exit
4. Volunteer program assessment



Volunteer Management System Component I: Concept

Volunteer Management System

Component I: Concept Stage (1/3)

1. Assess Volunteer Needs

- Why does your organization need volunteers?
- Where does your organization need volunteers?
- Is your organization able to attract and manage volunteers?

Idea: Survey Staff

Volunteer Management System

Component I: Concept Stage (2/3)

2. Establish a Budget

- Salary of the Volunteer Manager
- Recruitment activities
- Facilities costs
- Volunteer benefits (tea, transport)
- Special events and gifts
- Other?

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Component I: Concept Stage (3/3)

3. Record Keeping

- **Volunteers' personal information**
- Work activities
- Training
- Appraisals and reviews
- Awards and recognition

Suggestion: File CVs, evaluations and time sheets



Volunteer Management System Component II: Planning

Volunteer Management System

Component II: Planning Stage (1/4)

1a. Job Descriptions for LT Volunteers

- Overall objective(s)
- Targets and desired outcomes
- Specific tasks and responsibilities
- Minimum qualifications and competencies
- Reporting structure
- Benefits (e.g., transportation)

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Component II: Planning Stage (1/4)

1b. Action Plans for ST Volunteers

- Purpose and goals
- Action steps to complete the project
- Benchmarks to assess performance
- Schedule
- Budget (if applicable)
- Accountability

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Component II: Planning Stage (2/4)

2. Support Facilities

- Space to work and a place to relax
- Furniture and equipment
- Other (e.g., email address, uniform)

Volunteer Management System

Component II: Planning Stage (3/4)

3. Risk Management

- Careful screening and cross referencing
- Clear job descriptions and reporting levels
- Orientation and supervision

Volunteer Management System

Component II: Planning Stage (4/4)

4. Volunteer Handbook

(Tip: Start off with your employee handbook)

- About the organization
- Recruitment process
- Terms of appointment
- Orientation program
- Retention process
- Office operations



Volunteer Management System Component III: Implementation

Volunteer Management System

Component III: Implementation (1/4)

1. Recruitment Plan

- Review job descriptions and budget
- Design a targeted recruitment strategy
 - Present to groups or at special events
 - Existing channels (website, brochure, newsletter, volunteers)
 - Media publicity
 - WWW (e.g. sites for job seekers, donors, volunteers)
 - Set up personal meetings
- Set a timeline
- Invite applications

Volunteer Management System

Component III: Implementation (2/4)

2. Screen, Interview and Place

- Shortlist candidates based on qualifications
- Schedule face-to-face interviews

Tips: Ask probing questions to determine motivation(s) and identify a good fit (personality, communication skills, experience, passions, working style).

- Narrow the list and conduct reference checks
- Send appointment letter
- Personal note to rejected candidates

Ideas: Use Volunteer Application Form

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Component III: Implementation (3/4)

3. Orientation and Training

Note: The format will change for group vs. individual orientation.

- Organization Info
 - Vision, mission and goals
 - History and achievements
 - Organizational structure
 - Physical environment and facilities
- Volunteer Info
 - Admin procedures
 - Review of JD, term
 - Codes of conduct
 - Performance expectations
 - Reporting and support structure
 - Benefits

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Component III: Implementation (4/4)

4. Supervision

Tip: Modify your approach based on the individual needs of the volunteer - direct, coach, support or delegate.

Idea: Satisfaction and Evaluation Forms



Volunteer Management System Component IV: Review

Volunteer Management System

Component IV: Review (1/4)

1. Recognize and Retain

- Set appropriate level of commitment
- Stay in contact
- Get them involved and keep them involved
- Motivate & appreciate

(Guest Speaker: Ms. Nguyen Thu Ha)

Volunteer Management System

Component IV: Review (2/4)

2. Performance Reviews and Appraisals

- Be transparent about the review process
- Establish timelines (e.g., mid-term, 3 months)
- The review and appraisal process might include:
 - Admin and job information
 - Expectations and performance
 - Strengths and weaknesses of the volunteer
 - Strengths and weaknesses of the VMS and VM

Idea: NPO and Volunteer Evaluation Forms

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Component IV: Review (3/4)

3. Volunteer Exit

- Conduct an exit interview
 - Understand why volunteers leave
 - ID problems and try to fix them
- Wish the volunteer well
- Provide referrals

Volunteer Management System

Component IV: Review (4/4)

4. Volunteer Program Assessment

- Compare outcomes with goals
- Review criteria for evaluation
- ID stakeholders in the review process
- Document feedback
- Address areas for improvement



The Volunteer Manager



Role of the Volunteer Manager

To manage, nurture, train, sustain and motivate volunteers.

To coordinate volunteer efforts with the work of the professional staff in alignment with the **organization's goals and objectives.**



Role of the Volunteer Manager Responsibilities

1. Recruitment and Selection
2. Organization and Support
3. Administration
4. Communication and Motivation
5. Supervision and Evaluation

Role of the Volunteer Manager

Responsibilities (1/5)

1. Recruitment and Selection

- ID volunteer needs
- Recruit, interview and select
- Orientation
- Training
- Close follow-up for 3 to 6 months

Role of the Volunteer Manager

Responsibilities (2/5)

2. Organization and Support

- Liaise with staff to define volunteer tasks
- Allocate tasks to volunteers and volunteers to tasks
- Organize training, as needed, to provide desired skill-sets
- Counsel volunteers when required

Role of the Volunteer Manager

Responsibilities (3/5)

3. Administration

- Maintain records on all volunteers (contacts, tasks, performance)
- Collect statistics and prepares reports
- Produce and update the volunteer manual
- Monitor the budget for volunteer services

Role of the Volunteer Manager

Responsibilities (4/5)

4. Communication and Motivation

- Liaise with staff and volunteers
- Maintain regular communication
 - Emails, newsletters and/or Blog
 - Organize formal and informal meetings
- Recognize and show appreciation

(Guest Speaker: Nguyen Thu Ha)

Role of the Volunteer Manager

Responsibilities (5/5)

5. Supervision and Evaluation

- Provide more support and follow-up early on
- Evaluate performance (with staff)
 - Survey volunteers
 - Survey staff
- Conduct exit interviews
- Introduce improvements to the VMS



The Volunteer Manager

Qualities for Success

- Willingness to work with people
- Believes in the value of volunteers
- Understands volunteer needs and motivations
- **Able to explain the “the big picture” to volunteers and their contribution to mission**
- Willingness to learn and adapt
- Able to incorporate elements of fun



Storytelling

Storytellers



- Audio Library for the Blind
Ms. Huong Duong
- **Saigon Children's Charity**
Ms. Pham Thi Bao Chinh
- Operation Smile
Ms. Nguyen Thi Thuy Trang
- **Others...**



Comments
Questions
Recommendations

Tips for Working with Volunteers



- Involve Volunteers in setting up the VMS
- Encourage Volunteers to think creatively about their jobs
- Listen and acknowledge volunteers in an affirming manner
- Delegate appropriate responsibilities
- Provide clear reporting and support structures
- Clearly communicate expectations and instructions
- Trust and support volunteers in their decisions
- Help Volunteers learn from their mistakes
- Provide coaching or training to help Volunteers complete their assignments.

The logo consists of the letters 'LIN' in a bold, blue, sans-serif font. The letters are spaced out and have a slight shadow effect. The background features decorative blue and grey lines and dots, resembling a network or abstract art.

LIN

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