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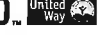
Combining Inspiring Leadership with Effective Management

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Welcome & Introductions

- Topic
- Presenter

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Topic:


Combine Inspiring Leadership with Effective Management

- I. Leaders at all levels (policy making, executive, middle management, departments) of the organization work together to encourage & facilitate high-impact volunteer involvement.
- II. There is a clear focal point of leadership for volunteering
- III. Volunteer Management Function is well-integrated at all levels of the organization.
- IV. Barriers to volunteer involvement are identified and dealt with effectively.

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Presenter



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•15 Years
•Volunteer Management Training for nonprofits


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The Times Have Changed...


Instructions:
Enter in the chat box one thing that has changed in volunteerism at your organization.

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Changes and the Implications


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I. Leaders at All Levels Work Together to Encourage & Facilitate High-Impact Volunteer Involvement

Mission Statement
Vision Statement
Purpose Statement

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Mission Statement

Mission:
A one or two sentence statement that outlines the specific reason for which the organization exists.

Example:
The mission of the Grand View Food Bank is to provide nutritional foodstuffs and nutrition education to the poor.

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Vision Statement

Vision:
A detailed description of the future the organization is trying to create.

First Example:
The Grand View Food Bank addresses the issue of poor nutrition and hunger among the poor in the town of Grand View. The organization mobilizes volunteers and staff to acquire surplus, gleaned, donated and purchased food stuffs that can be provided to those in need. It also provides educational programs, brochures, and cooking classes.

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Vision Statement cont'd

Second Example:

The County Juvenile Court is committed to the development of a public-private partnership which includes volunteers as an important and necessary ingredient in the development and delivery of services

Purpose Statement

Purpose:

A purpose statement describes how a project or program contributes to the achievement of the mission.

Example:

The purpose of the Grand View Food Bank Volunteer Program is to coordinate the distribution of donated food to those in need in the community, through the efforts of volunteers.

Write Your Agency's Purpose Statement


-3 Minutes -
on your own scrap paper -

- Jot down your agency's mission statement
- In general, what is the volunteer program supposed to do? What needs does it meet?
- Who are the key stakeholders in the volunteer program?

Now, in the chat box -

- Using the first 3 things, draft a purpose statement for your volunteer program

Heads Up...I'm going to call on some of you to share!


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Engaging Other Leaders...

...to write your purpose statement include in the process


- A board member
- Other staff
- Volunteers

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How Can You Use the Purpose Statement?

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II. There is a Clear Focal Point of Leadership for Volunteering

Introducing

The Gate Keeper!
(a.k.a. The Volunteer Coordinator)

The Gate Keeper creates the volunteer management structure for the entire agency, including protocols and supporting documents.

The Gate Keeper ensures organization, consistency, and high quality in the way volunteers are managed throughout the agency.

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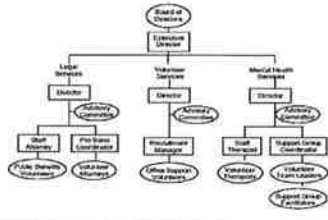
The Gate Keeper's Duties


- | | |
|--|--------------------|
| Volunteer Coordinator | Other Staff |
| -Coordinate Vol. Needs Assessment | |
| -Develop Volunteer Policies | |
| -Develop Volunteer Position Description Form | |
| -Develop Application forms/files/timesheets etc. | |
| -Recruit Volunteers | |
| -Initial Screening | |
| -Interviewing | |
| -Matching | |
| -Orientation | |
| -Deal with volunteer issues with other staff | |

III. Volunteer Management Function is well-integrated at all levels of the organization

Creating a visual for your staff...

Sample Organizational Structure




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The Role of the Entire Staff

Volunteer Coordinator	Other Staff
Coordinate Vol. Needs Assessment -----	participate in needs assessment
Develop Volunteer Policies Develop Volunteer Position Description ----- Form	fill out forms
Develop Application forms/files/timesheets etc. Recruit Volunteers Initial Screening -----	may participate in matching process
Interviewing -----	Train on specific tasks
Matching -----	Day-to-Day Supervision
Orientation -----	Timesheets
	Evaluate-problem may arise→
→Deal with volunteer issues with other staff	


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What Does the Staff Need From the Gate Keeper?

- Organization – create the structure
- Documentation
 - >Systems are set up and ready to use — with room for tweaking
- There is a staff-wide understanding of who does what
- There is a clear understanding of what to do when:
 - >Staff members have an idea for a new volunteer position
 - >There is a problem with a volunteer
 - >When a position is NOT getting expected results


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Bumps in the Road


Culture Change...

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IV. Barriers to Volunteer Involvement are Identified and Dealt with Effectively

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Step 1: Appropriate Roles for Volunteers

1. Review the list of tasks in the left column and 2. decide how appropriate this duty would be for volunteers to perform. 3. Note why you rated it this way.

Task	Fine for Vols	Questionable	Inappropriate
a. Carry 50 lb. cases of food in warehouse			
b. Counsel Delinquent Youth			
c. Process Payroll Checks			
d. Sell Symphony Tickets			
e. Marketing/Outreach Coordinator			
f. Administer Drugs to Clients			

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Risk Management – a tricky topic

“If you want to have absolutely no risk and liability, then close your doors.” - Attorney serving nonprofits

The key here is the word MANAGEMENT.

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Brainstorm Risks

What are the "risks" you've seen or anticipate? Enter into chat box

Discussion
How could you manage these risks?

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Step 2: Establish Criteria for Appropriate Volunteer Positions

Here are a few:

- Meets the need of the organization
- Risk management and liability issues can be addressed
- Volunteers are available to do the task
- Amount of training required for volunteers to perform the task is reasonable

Others? – type into chat box

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How Do Use The Criteria?

Goes right on the Volunteer Position Description Form:

- Every staff member uses this form to create new volunteer positions
- The criteria are right there as a reminder to the staff

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Other Barriers to Consider

1. Location:

- Parking
- Accessibility

2. Hours:

Go back to the activity we started with ... what's different in the world of volunteerism today?

- Are we developing positions with enough variety in time of day to work for many different people?

Paradigm Self-Assessment Survey

For each statement below, indicate how frequently you believe this statement to be true for your organization:

1=Almost Never 2=Occasionally 3=Sometimes 4=Often 5=Almost Always

1. The board of directors actively encourages involving volunteers in all aspects of the organization's work.
2. The executive director actively encourages the involvement of volunteers in all aspects of the organization's work.
3. The program managers agree on the importance of involving volunteers throughout the organization.
4. There is a person who plays a primary leadership role in promoting and organizing volunteering in the organization.
5. The paid staff doing the primary work are responsible for supervising volunteers as part of their jobs (in their job descriptions?).
6. Obstacles to volunteer involvement are viewed as problems to be solved rather than excuses.

Wrap Up

It's a new world in volunteerism...

- Volunteers do and expect different things than in the past
- This means we (nonprofits) have to work differently
- Culture Change is the key
- Volunteerism at your organization is no longer simply about simple tasks
 - ... it is now about bringing skills, energy, connections into the heart of your organization

It's all about **RETENTION!**

Thank you
