

Volunteer Management

building meaningful support for your work

Good vibes

Share a story about a good experience with volunteers.



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Volunteers build organizational capacity.

How?

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Economics of Volunteers

Last quarter, WHRI spent \$69,500 on personnel expenses. This reflects 18 people and 7,208 hours clocked between October and December 2015.

During this same period, we had at least 663 volunteers donating approximately 2,000 hours plus 2,400 hours from live-in volunteers.

\$23.07

Estimated average hourly value of volunteer time

-Independent Sector.org

Volunteers build long-term capacity.

Two in five volunteers stopped due to poor volunteer management practices.

When volunteers are managed well, they increase productivity, brand exposure, and financial stability.

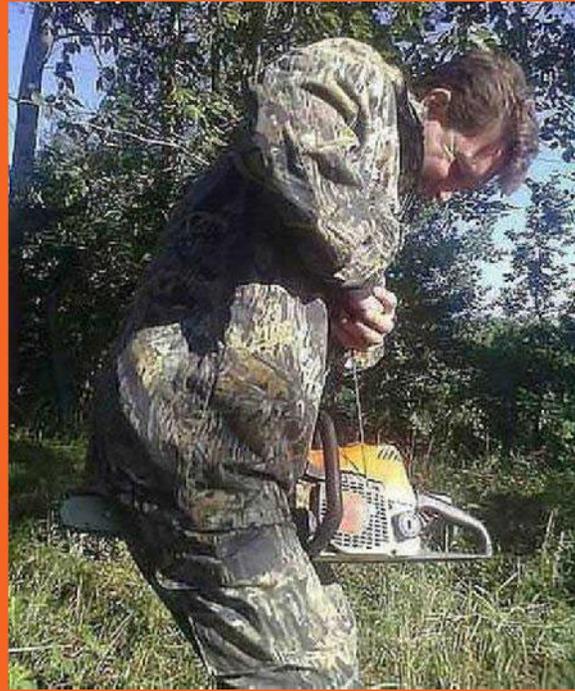
-UPS Foundation Study

Adults who began volunteering as youth are twice as likely to volunteer as adults.

In every income category, those who volunteered as youth donate more than those who did not.

Giving and Volunteering in the United States Survey -Independent Sector

**Dumb stuff
happens...**



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**Engage volunteers
with your mission.**

Engaging with your mission

Volunteer care requires
managing THEIR interest.

The key is making the relationship
personal to the volunteer.

*Personal to the organization

* Personal to staff

*Personal to the task

We act as liaisons between the
volunteer and the personal interest.

Engaging with our mission

Like volunteers, we are not in the
nonprofit sector for financial
purposes alone. It is important that
individuals understand each other's
reason for participating.

This allows volunteers to build
relationships staff and other
volunteers, especially why they may
have chosen organization. This
helps us to communicate their value
as members of our organization.

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5 steps:

Ask questions.

Share the mission.

Share your story.

Be direct.

Be thankful.

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Ask questions.

Asking questions

Finding out why a volunteer chose your organization helps you understand what they want to achieve for themselves and the organization.

Their personal success supports your productivity and encourages repeat volunteers.

“Why did you come here?”

“Why did you pick us as a place to serve?”

Respond positively

When someone shares why they chose you (whether you think it's a good reason or not) be excited that they found you!

This is your chance to fulfill your mission.

V - “My mom made me”

You - “Oh really?? That's awesome, I am so glad you are here!”

V - “I need 2000 hours of community service”

You - “Cool! I guess we are going to seeing a lot of each other!”

V - “I really wanted to learn about gardening” or “I want to raise livestock someday”

You - “Great!”

Assessing purpose

“My mom made me”

This kind of volunteer often needs to have an example of new ways to spend their time.

Personal success likely include not being completely miserable, feeling like they might want to invest more, or like they were part of something cool.

“I want to raise livestock someday”

This individual is looking to hone skills or be introduced to skills.

*Note: you may not have livestock specific tasks planned the first time they come, and that is okay.

Success is likely measured in building relationships with people who will be resources in future ventures.

Share the mission.

Share the mission

This builds on the individual's personal goals by allowing them to take part in the greater purpose, taking on your mission personally.

While a volunteer is building vision, we let them take part in some part of the whole, explaining its purpose as we work together (or assign tasks).

World Hunger Relief, Inc. is a Christian organization committed to the alleviation of hunger around the world.

*God calls us to:
Train, motivate, and partner*

1. Train individuals in holistic ministry that equips them to work with communities in developing sustainable farming techniques
 2. Motivate individuals and communities to live sustainably and advocate on behalf of the poor
 3. Partner with local and international sustainable development
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Dirty jobs

Name a few jobs you ask volunteers to do that are not “sexy”, AND tie it to your mission.



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Share your story.

Share your story.

Be direct.

Be direct.

It can be frustrating (and time consuming) to have something done by a volunteer that is not as you would have done it yourself.

There is no way for that person to know, care, or understand if you do not share with the volunteer.

Be direct. WHRI believes in going directly to the person and sharing what bothers you, respectfully. This is the same with people who are serving us.

Be open. Sometimes people do something differently, but not poorly. Sometimes people don't know how to do something, but just need more information or training.

Be thankful.

100% gratitude

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**Risk Management
and legal
considerations**

Items for your organization to consider with guidance from your board, legal counsel, and/ or insurance provider

include: Agreements and Waivers

- Confidentiality Policies
 - Background Checks
 - Insurance Coverage
 - Risk Management Policies and Procedures
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**Questions?
Comments?**
