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| **February Non-Profit Network Topic:** Volunteer Management  |
| **Panel Participants:** Rocky Miller, Amanda Haygood, Rachel Salazar and Andrew Bryngelson |
| **Date:** February 20, 2020  |
| **Group Facilitator:** Benji Gomez, Franchise Systems Specialist at Neighborly  |

**Overview:**

In this month’s Non-Profit Network session, we will hear from a panel of volunteer coordinators about their experience with and approaches to volunteer management. The panelists will share their unique perspectives for managing volunteers for both large events and daily operations. The discussion will be facilitated by Benji Gomez, local Non-Profit volunteer and Franchise Systems Specialist at Neighborly.

**Questions:**

1. Have each panelist introduce themselves and provide a brief summary of the type of volunteer work each panelist coordinates/oversees.
2. How do you identify and attract new volunteers?
3. How do you determine which work/task is appropriate to give a volunteer (versus what really should remain work for paid staff)?

1. What does your first meeting/interaction with volunteers look like? What is the goal of this meeting/what do you hope the volunteers will get out of the meeting?
2. How do you communicate the impact your event/ gathering will have on the community you are serving to your volunteers? If you manage volunteers doing ongoing operational tasks, how do you communicate the importance of this work to your volunteers?
3. How do you prepare volunteers to serve the community your nonprofit/event serves?
4. Describe some of the strategies you use for coordinating the logistics of an event and/or community gathering? This can be strategies directly correlating with volunteer management or strategies in general.
5. How do you ensure that your volunteers understand their roles and responsibilities?
6. What do you do when a volunteer is not completing tasks at the speed or with the quality you need them to?

1. How do you ensure the volunteer has a positive experience so that they will want to come back?
2. Do you collect feedback from your volunteers? If so, what is your process for collecting feedback? How do you use the feedback?
3. Do any of you use a volunteer management software/database? If so, which one? If not, how do you keep track of your volunteers?

1. Bringing in the Performance Imperative, Pillar 5 is: A culture that values learning – What resources do you suggest for anyone who would like to learn more about volunteer management?