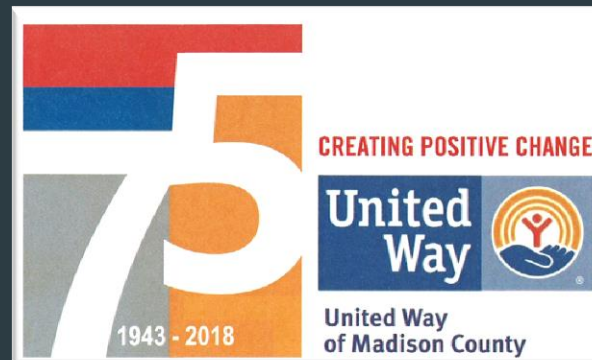


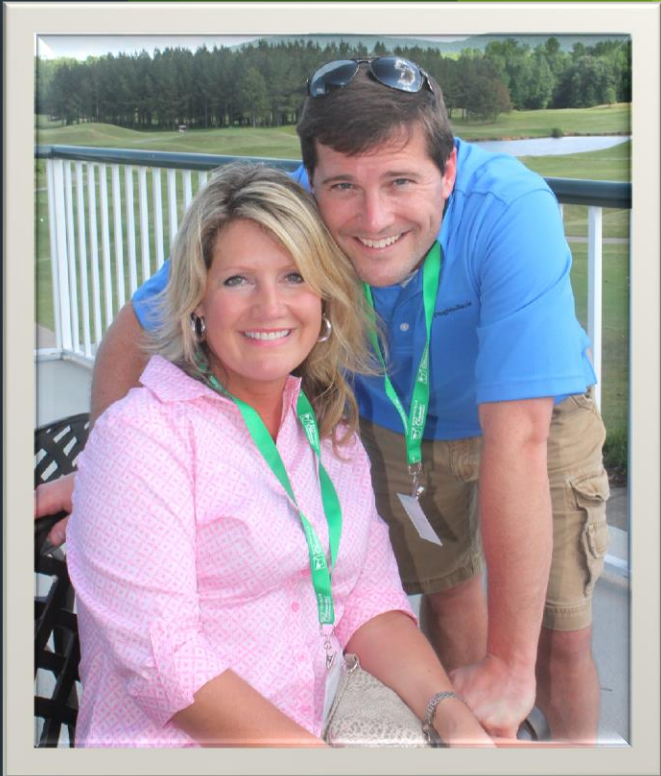
Volunteer Management 101

A Formula for Success When You are New to the Job

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“ The backbone of an nonprofit is its volunteers.”



The Formula

1. Phase One:

- I. Building Your Foundation
- II. Orientation + Training

2. Phase Two:

- I. “The Process” put into Action

3. Phase Three:

- I. Retention & Recognition
- II. Stewardship

Phase One

- ▶ Ground Zero | Where the HECK do I start?!
 - ▶ Review Policies & Procedures
 - ▶ Perfect time to ask questions, challenge the process & make changes/updates
 - ▶ Build the Foundation
 - ▶ What worked? What failed? Why did it fail?
 - ▶ Teachers all around - listen & learn
 - ▶ Analysis of findings | SWOT
 - ▶ Create Your New Culture

Phase One

- ▶ Recruitment
 - ▶ Shop “Local”
 - ▶ The Volunteer Center @ United Way
 - ▶ Nation Wide Searches
 - ▶ LinkedIn Networks
 - ▶ Nationwide Volunteer Match
- ▶ Interviewing | Finding the Right Fit
 - ▶ Build a Volunteer Tribe

Phase One

▶ Orientation + Training

- ▶ This is the time to clearly define both parties expectations
- ▶ Communication is key!
- ▶ Everyone (old & new) needs to be a part!
- ▶ Balancing the “newbies” & the “vets”
 - ▶ Continue to focus on the greater good & mission of the organization

▶ The how-to handbook | The BIBLE | Cheat Sheet

- ▶ Whatever you want to call it, roll with it! But build/create a collection of guidelines, timelines, and details that continues to be a living vessel of info for you and your volunteers

Phase Two

- ▶ Boots on the Ground
 - ▶ Working alongside your volunteers
 - ▶ Build time into schedule that is designated for that volunteer
- ▶ Learn, monitor, & grow together
 - ▶ This will help in determining the “right fit”
- ▶ Giving Great Customer Service

Phase Three

- ▶ Retention & Recognition

- ▶ Following Up

- ▶ Survey & Feedback

- ▶ Not just for your events & donors...ask your volunteers what they need & what they are missing

Phase Three

- ▶ Stewardship
 - ▶ Steward them because they deserve it!
- ▶ Survey Results | Putting feedback into Motion
- ▶ Your volunteer is your donor, brand ambassador, & community liaison

“

Volunteers do not necessarily have the time; They have the heart.

”

Elizabeth Andrew



Q & A

Let's hash out all the details & horror stories 😊

Let's Build Our Tribe!

Suzanne Mohler

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