

Managing Volunteers



For Love of Children

What are the goals of FLOC's volunteer program?

- Effective programs, results for students
- Happy volunteers who want to come back, refer their friends, and support FLOC in other ways

7 steps to effectively managing volunteers

- Recruitment
- Intake and Orientation
- Training
- Support and Supervision
- Recognition and Retention
- Evaluation and Exit
- Communication with Recruitment and Outreach

For each step, there are formal systems (PROCESS) and general attitudes (PRINCIPLE)

And there are existing ways of doing things, with room for new ideas.

Step 1: Recruitment

Mostly the job of recruitment and outreach team, but everyone plays a part.

Where do volunteers come from?

- Referrals
- Web
- Flyers
- Partnerships (colleges, businesses, other)
- Events

Step 1: Recruitment

2011-2012 Volunteers by the Numbers

How volunteers heard about FLOC	All	% of all	New	% of new
Church/Temple	3	1%	1	.5%
Event/Campaign	25	7%	17	7.5%
Flyer	37	11%	18	8%
Newspaper/Ad	5	1.5%	1	.5%
Radio/TV	2	.5%	0	0%
Referral	90	26%	65	29%
Volunteer/Career Fair	48	14%	39	17%
Web	111	32%	71	31%
Other	22	6%	11	5%
Unreported	3	1%	3	1.5%
Total	346	100%	226	100%

Step 1: Recruitment

Mostly the job of recruitment and outreach team, but everyone plays a part.

What are we looking for?

- Tutors
- Testers/substitute tutors
- Scholars program assistants
- Scholars expert workshop facilitators

Step 2: Intake and Orientation

All incoming volunteers must

- complete an application
- attend a volunteer orientation
- complete background check paperwork
- attend the appropriate training

before they can begin working with students.

What happens at orientation?

- connect volunteer to the mission, programs, goals
- program policies, schedule, staffing
- chance for volunteer to self-screen

Step 3: Training

Like anyone, a volunteer wants to do well at his or her job.

Proper training and preparation are the most important steps to volunteer success, and volunteer success means two things: student success and volunteer retention.

In general, volunteers can never be over-prepared. Always err on the side of more information.

Training is when volunteers make their official commitment.

Step 3: Training

Like anyone, a volunteer wants to do well at his or her job.

But training isn't just a one-day thing! It should be ongoing:

- First day at program: tour of space, meet key staff, review processes, etc.
- Continuing education: feedback on lesson plans, individual conversations, group workshops, sharing of resources. Ties in with support and supervision (next step!)
- Leadership opportunities for long-term volunteers

Step 4: Support and Supervision

Every volunteer should have a designated staff supervisor who is present when they're working and provides feedback for growth and guidance.

Volunteers are...

- customers
- real staff
- partners
- different from each other!

Volunteer Demographics 2011-2012

New & Returning	#	%
Returning Volunteers	120	35%
New Volunteers	226	65%
Gender		
Female	254	73%
Male	92	27%
Ethnicity		
African American / Black	65	19%
Asian / Pacific Islander	32	9%
Caucasian	200	58%
Hispanic/Latino	17	5%
Multi-racial	16	4.5%
Other/unreported	16	4.5%
Age		
Under 18	8	2%
18-22	132	38%
23-30	132	38%
31-50	48	14%
50+	26	8%
Profession		
Government (Local, State, Federal)	51	15%
Non-profit, NGO, or Foundation	52	15%
Health Organization or Hospital	4	1%
School or Educational Organization	6	2%
Private Business	85	25%
Self-employed	5	1%
College Student - Volunteer	62	18%
College Student - Work Study	55	16%
High School Student	5	1%
Unidentified, Retired, Unemployed	21	6%

Step 4: Support and Supervision

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Communicating with volunteers

- Giving constructive feedback
- Receiving feedback
- Representing FLOC well

Step 4: Support and Supervision

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**What if things aren't going well?
Let's troubleshoot!**

Step 4: Support and Supervision

Scenario: The volunteer who struggles to relate to or engage young people or resists active, fun learning.

Step 4: Support and Supervision

Scenario: The volunteer who doesn't take your suggestions or resists supervision.

Step 4: Support and Supervision

Scenario: The volunteer who struggles with behavior management.

Step 4: Support and Supervision

Scenario: The “dud” volunteer. Just doesn’t get it, to the point that program suffers.

Step 4: Support and Supervision

Scenario: The volunteer who stops showing up, is persistently late, stops responding to emails and phone calls, wants to quit... etc.

Step 4: Support and Supervision

Every volunteer should have a designated staff supervisor who is present when they're working and provides feedback for growth and guidance.

Any additional best practices for supervising volunteers from those who've been there?

Step 5: Retention and Recognition

This is where EVERYONE can have an impact, whether you work with 1 volunteer or 10... or just occasionally share the building with them.

How can we convince volunteers to stick around for their full commitment... and return next year?

- Provide meaningful work that is clearly in support of our mission.
- Respond promptly to volunteer emails, concerns, and questions.
- Get to know volunteers as individuals.
- Share program outcomes and results of their work.
- Keep volunteers happy! Happy volunteers return!

Step 5: Retention and Recognition

How can we recognize volunteers and their work?

- Say “thank you,” and say it often!
- Notice volunteers’ work and let them know you see it. PRAISE!
- Encourage students to thank their tutors (etc.)
- Tell volunteers’ stories.
- Nominate volunteers for awards.
- Recommendations and references.
- Events!
- Gifts!
- Seek volunteers’ input and guidance

Step 5: Retention and Recognition

What else do we already do?

What else can we do?

Step 6: Evaluation and Exit

Whether it's the end of the school year or early...

For those departing early...

- Let Recruitment and Outreach staff know their end date and any other pertinent information about their departure.
- Volunteers will be given a standard goodbye email and two surveys: a feedback survey and an exit survey. If appropriate, they will be invited to return for a later term.

For those completing their program...

- Evaluating volunteer performance: what's the process for each program?
- Recruitment and Outreach distributes an "Intent to Return" survey at the end of each program and invites volunteer feedback in a survey.

Step 7: Keeping in touch with R&O

We've covered some of these, but they bear repeating!

- Training reminders, sign-ins, attendance
- Volunteer paperwork
- Lists of volunteers
- Start dates and end dates
- Volunteer hours - for FLOC and for GW DC Reads
- Monthly e-newsletter
- Storytelling
- Events
- Gifts
- Anything else?

We all benefit from volunteer retention.

- Returners require less training and support.
- They can build stronger relationships with students.
- They help support new volunteers.
- They reflect well on FLOC.

120 (35%) of FLOC volunteers were returners in 2011-2012

That's up 46 people (and 5%) from 2010-2011, so we're heading in the right direction! It's up to all of us to raise that number, by facilitating **great** experiences for our volunteers.