

Supervising VOLUNTEERS

Objectives:

- 1. Increase knowledge of the steps to supervise volunteers.**
- 2. Increase ability to design and use strategies for volunteer supervision.**
- 3. Develop next steps to improving volunteer supervision.**

Instructions

Share with partner answers to questions below.

- A. Think of a negative volunteer experience you've had. To what extent did your supervisor contribute to its negative qualities? (Rate 1 to 5)
- B. Think of a really great volunteer experience you've had. To what extent did your supervisor help make the experience a positive one? (Rate 1 to 5)
- C. What are the principal challenges your agency faces in terms of supervising volunteers?

**1 = did not contribute
at all**

**5 = contributed
significantly**

Steps to Supervising Volunteers

STEP 1: Define and Communicate Clear Expectations

STEP 2: Guide and Support Volunteers

STEP 3: Ensure that Volunteers Feel Rewarded and Recognized

STEP 1

Define and Communicate Clear Expectations

Volunteers need and deserve clarity about:

1. Significant agency policies, procedures and operations that affect them or that they affect.
2. Their responsibilities & functions toward the agency and its clients.
3. The agency's responsibilities to them.

To Conduct Step 1...

Define and Communicate Clear Expectations:

- Don't simply hand volunteers piles of paper – review information with them.
- Cover only those items relevant to the volunteer.
- Create a culture that encourages questions.

STEP 1

Define and Communicate Clear Expectations

Policy and Procedures:

1. Have a document that all volunteers receive and agree to
2. Outlines clear expectations of volunteers actions

You have an example copy of New York Cares' Policies and Procedures in your folder

STEP 2

Guide & Support Volunteers

Give volunteers the

- **Instructions**
- **Direction**
- **Feedback**
- **Corrections**
- **Information**
- **Freedom**

they need to perform their functions well.

Principles for Effective Volunteer Guidance

- **Take care of the person, not the task.**
- **Provide guidance in the way that works for the volunteer, not the way you think is right.**
- **Support, rather than control, the volunteer's efforts.**

Principles for Effective Volunteer Guidance

Role Play

- **Pair up. Assign one person to be George and one person to be Sandy. Only read your role.**
- **Play your roles!**
- **We will take 10 minutes and then discuss.**

STEP 3 **Ensure that Volunteers Feel Rewarded & Recognized**

This step is about setting the environment, structuring the experience, treating volunteers well, and recognizing volunteers so that their volunteer work is personally rewarding to them.

Recognition Strategies

Make sure any strategy is consistent and deliberate

It is imperative to track data about volunteer's activities.

Have the recognition come from various sources

Group Exercise

Brainstorm what could be done to keep volunteers rewarded and recognized.

After you have brainstormed for 5 minutes, select 2 strategies to share with the larger group.

Prepare to report out.

More Recognition Strategies

- ❖ Celebrate Milestones
- ❖ Increase responsibility
- ❖ Give awards annually
- ❖ Free Food!
- ❖ Giveaways
- ❖ Speak to local vendors about small 'thank you' gifts/promotions/discounts

Next Steps

Individually, plan 1-3 next steps for improving the supervision and recognition of your volunteers.

When you have finished, find a partner with whom you have not worked today and share what you will do next regarding supervising volunteers.

Thank You

See you tomorrow!