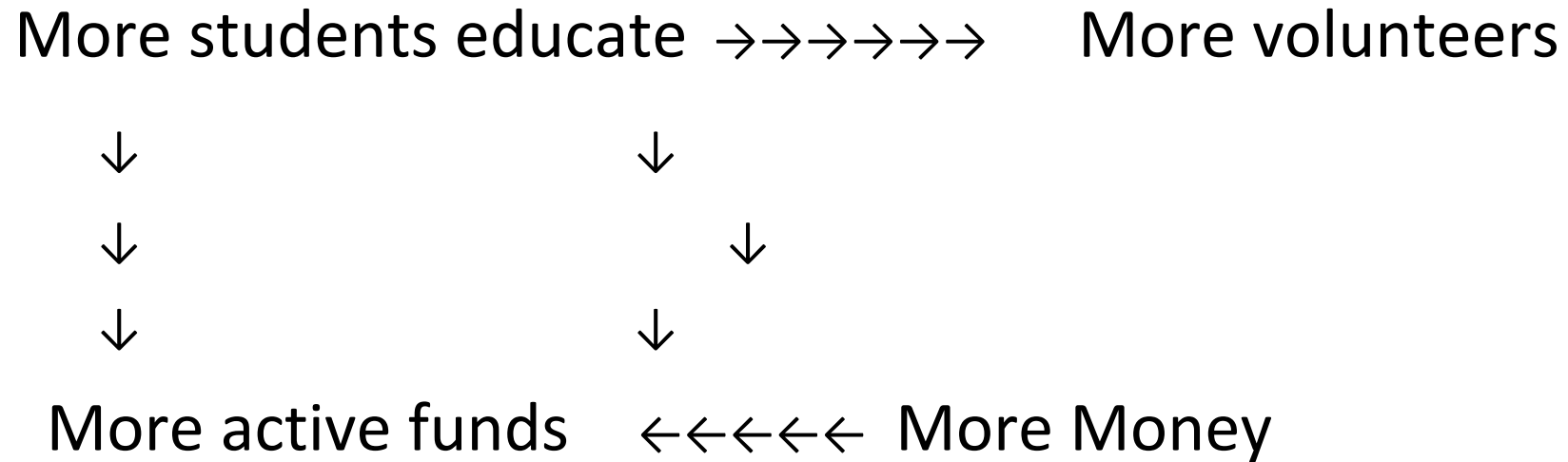


Universal Truths of Volunteer Development

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VOLUNTEER MANAGEMENT

Why Volunteer Development?



VOLUNTEER MANAGEMENT

Benefits of using volunteers

- Makes big projects manageable
- Gives volunteer leadership more accountability
- Allows you to do more
- Cost effective
- Provides project management training and communication
- Expands volunteer base
- Builds volunteer commitment

VOLUNTEER MANAGEMENT

VOLUNTEER

ROLES

- Goal oriented
- Plan and implement programs
- Raise funds

CONTRIBUTIONS

- Expertise in technical areas
- Ability to effect change in program
- Knowledge of community
- Influence to attract volunteers
- Influence to attract financial resources
- Ability to be spokesperson

STAFF

- People oriented
- Manage processes
- Provide technical assistance
- Maintain two-way communication

- Expertise in profession
- Detailed knowledge of organization
- Objectivity to volunteer suggestions
- Spot problems and pitfalls
- Bridge cultures
- Ability to train volunteers

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What staff can expect from volunteers

- Have access to volunteers
- Creativity in addressing issues
- To ask the hard questions
- Individual strengths used
- View staff as colleagues

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What volunteers can expect from staff

- Identify volunteer roles and responsibilities
- Provide necessary background information
- Time used to the best advantage
- Told good news and bad
- Be a part of developing solutions
- View staff as valued professional colleague

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Universal Truths of Recruitment

- Recruit to task
- Volunteers should never need to recruit more than 5 -7 volunteers
- People volunteer because someone they know asks them
- Universities don't have causes, they have solutions
- Never so no for a volunteer
- Rule of thirds apply

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Universal Truths of Managing volunteers

- People will do what is expected of them
- Volunteers are committed to the person who recruited them. Your job is to change the commitment to the university in the first year.
- Three reasons volunteers don't complete assignments: placed in the wrong position, inadequate training/resources, lifestyle changes
- Assign objectives not tasks
- Delegate the big things
- Staff's job is to make the volunteers successful
- Plan the work and work the plan
- Always put a volunteer between you and a problem

VOLUNTEER MANAGEMENT

Universal Truths of Managing Recognition

- Recognition is a process not a product
- Geared towards the likes of the volunteer, find out their hobbies, interests, etc.
- Must be timely
- Must be communicated to people respected by the volunteer
- Volunteers want to feel appreciated and know their work is meaningful

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QUESTIONS?