



Kristen French
Child Advocacy
Centre Niagara

Managing our Volunteers

More than 4 in 10 Canadians volunteered in 2013

In 2013, 12.7 million Canadians or 44% of people, aged 15 years and older, participated in some form of volunteer work

a safe place to help, heal, end child abuse

Learning Objectives

- Why people volunteer
- Understand volunteering
- Treatment of volunteers - Do's & Don'ts
- Recognizing Volunteer contributions
- Case Study
- What have we learned – take the Quiz



Volunteers not only provide desperately needed help, they also bring new skills & contacts to organizations.

Why People Volunteer

To support a cause, help others and/or contribute to the community – Give Back

To meet the needs of an academic course or program and/or to gain recognition for their abilities

To learn new skills or use skills & talents in a new setting and/or to challenge themselves

To network or build relationships, or to find new friends / meet people

To improve the quality of community life and to develop a sense of accomplishment and self-worth

At the Kristen French CACN, volunteers have the opportunity to utilize their talents, skills and creativity in a meaningful way. Volunteering provides a way to give back to the community while supporting a cause that you believe in.

Understanding Volunteering

"Rights" of a Volunteer

- To be treated as a co-worker, not just free help
- To a suitable assignment with consideration for personal preference, temperament, education and skills
- To a well planned program of training and supervision
- To be heard, to have a part in planning, to feel free to make suggestions and to have respect shown for an honest opinion
- To sound guidance and direction
- To recognition in form of promotion and rewards and through day to day experience of appreciation

Respect volunteers, remember they add a helping hand and increased skills.

Recognize volunteers and support them through teamwork and involvement in meaningful work.

Realize the value of volunteers - show them with empathy, attitude and communication.

Understanding Volunteering

"Responsibilities" of a Volunteer

- To be sincere in the offer of service and believe in the value (worth) of the job to be done
- To be loyal to the organization and the staff with whom they work
- To maintain the dignity and integrity of the organization with the public
- To carry out duties promptly and reliably to the best of their ability
- To be willing to learn and participate in orientation and training programs, and to continue to learn on the job
- To accept the guidance and decisions of the staff
- To accept the guidance and decisions of the coordinators of volunteers
- To maintain a smooth working relationship with other and stay within the bounds of the volunteer placement description
- To contribute to supervision by self-evaluation and willingness to ask

The rights of the volunteer may be seen as the responsibility of the organization and the responsibility of the volunteer as the rights of the organization.

We are responsible for making sure that volunteers are treated well. In return, we benefit by getting extra effort and good quality work from our volunteers.

Giving Direction

Be a role model, someone volunteers can look up to

Don't gossip or talk about other volunteers or staff with or in-front of volunteers. Be respectful of others when working closely with volunteers. They are here to be helpful to everyone, not just one person or position.

Refer volunteers to the appropriate team member when questions arise.

Do not attempt to answer if unsure and do not go get the answer for them – help them to communicate with everyone – not just you.

When asking for assistance or providing instruction – do it in a dignified manner with respect

Be thorough in your explanation, be prepared to repeat instructions, Do not expect volunteers to know what you want. Be prepared to answer questions and follow up throughout the assignment not just at the end.

Be positive, patient and relaxed

You may have to explain a task a couple of times or review work regularly at the beginning of each assignment. Do not show frustration or be critical of initial attempts.

Recognizing Volunteers

Volunteers are very special people whose donations of time and effort warrant special consideration. They should always be encouraged to grow, learn and seek fulfillment as they help an organization, even if it means accepting the reality that not everyone is perfect for every job.

Formal recognition – is important to volunteers. This can be done at AGM, Special Recognition Ceremonies, in print and social media

Informal recognition – is even more important. It takes place on a one-to-one basis and is done through personal meetings, telephone calls, letters, etc

Recognition needs to be:

Spontaneous – express the appreciation/recognition on the spot. If you wait until later in the day or year, you've lost most of its motivating force.

Sincere – phoniness is worse than saying nothing.

Specific – speaking in generalities doesn't let people know if you really are sure what they've done.

Thankful – a handshake, pat on the back

Non-Verbal Communication – Your expression on your face, all your body language should smile and applaud.

Creative – use a variety of approaches to find ways to recognize volunteers.

Able to Laugh – be human!

References

Sources: Statistics Canada, General Social Survey on Giving, Volunteering and Participating, 2013, and the Canada Survey of Giving, Volunteering and Participating

Volunteer Canada: Canadian Code for Volunteers

Lori Gotlieb Consulting: Is Volunteer Management training just for those who manage volunteers? Maybe not and this is why!

You can't force people to do something that they're not interested in.
