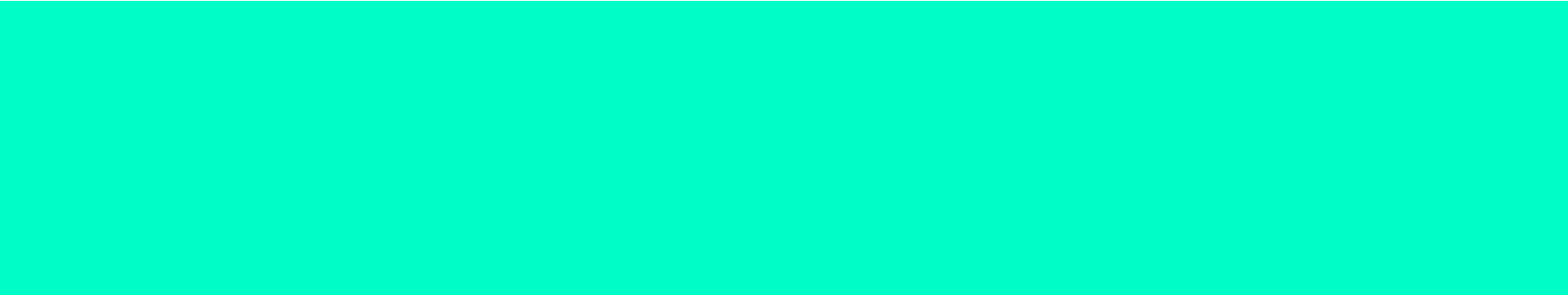


WORKING WITH VOLUNTEERS



WHAT IS A VOLUNTEER?

- How do volunteers currently help your placement site?
- Do you have members from the refugee community that help volunteer?
- What would you like future volunteers to help with/ in what areas is the organization in need of volunteers?

WARM UP...

- Have you ever volunteered in the past?
- Why did you want to volunteer?
- What helped make it a positive or negative experience?
 - Talk in you group

5 STEPS FOR VOLUNTEER PROGRAMS

1. Planning
2. Recruiting
3. Training
4. Managing
5. Evaluating and thanking!

PLANNING

- The Who, What, When, Where, Why, and How
- Know your expectations and what outcomes you would like
- Risk management plan
- Who will manage the volunteers?

RECRUITMENT STRATEGIES

- It will depend on you plan
 - What restrictions will you have? Do they need to be a certain age?
What time commitment? How much experience must they have?
- Develop a “recruitment plan”
 - List at least 5 places you can contact
 - Brainstorm ideas for how to contact agencies and individuals
- Share the information!
 - Social media, newspapers, email and letters, through friends and current volunteers
- Talk about the program- How will you share your needs?
 - Does your agency have a presentation that you can give?
 - Know your audience!

TRAINING OR “ONBOARDING”

- Orientation
 - Who will do this? Will it be 1 on 1 or in a large group?
- Applications, background checks, and risk management
- Motivate your volunteers
 - Start building a relationship with them
 - Set clear expectations
 - Handbooks and other materials
- Contracts/expectations
- Share out on how your agency handles this

MANAGING

Empower volunteers by providing them with the following:

- Good understanding of the organization
- Clear and appropriate expectations
- All of the supplies and the tools they need
- Ongoing communication and support
- Evaluation of performance
- Regular recognition and positive support

What tracking system does your organization use to manage volunteers? (How do you keep track of their hours and the great things they are doing?)

EVALUATION

- Reporting data for RISE
 - Keep track of hours and impact!
 - Surveys
- Take lots of pictures (if you have a release)
 - Share with newsletters and social media
- THANK YOUR VOLUNTEERS!
 - Brainstorming activity
 - Letter writing activity
 - Helps with volunteer retention