

Welcome Volunteers: Maximizing Your Greatest Resource!

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United Way of King County
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Workshop Space

- What happens in this workshop, stays in this workshop 😊
- Be curious
- All comments and questions are welcomed and encouraged!
- Parking Lot
- Time line
- Materials



Purpose

To identify the benefits in order to maximize volunteer engagement, build relationships and plan action steps! 😊



Self Reflection Question

My most memorable volunteer experience was....

What made this experience memorable?



Volunteers are Great!



But.....

Disengaged, one time, not helpful, late, leave early, text on the phone, disappear, open toe shoes!, not readily dressed, spend more work on them, low ROI, etc....



Holistic Volunteer Culture

Engaging Volunteers is most successful if there is a culture of ownership by everyone in the community.

Case study: Meatloaf Kitchen





Volunteer Engagement



*It takes working together (staff, volunteers, stakeholders) – to achieve volunteer engagement!



Setting the Stage

- You have are on your F/FM team in your area to help WSFMA (and yourself) promote the great work you do to the broader community!
- The case will have some questions and it is up to you and your team (table mates) to put on various hats and come up with resolution(s).

Directions

- You'll have 10 minutes to discuss the case study and devise a plan
- Appoint a scribe and someone to share
- We'll come back together to share and build a plan 😊
- Think about your own situation when you are working on the case – a lot of this is transferable!



Case Study: Maximize Our Volunteer Resource!

WSFMA would like to offer more programs and initiated a Washington initiative to attract new people to farmer's market and understand the importance of our local farms. They will fund the types of programs for your farms and markets. With the projected increase in attendance and needs, how will you involve volunteers?

How will you support this initiative?

- Peel the onion back, what is going on? (missing sections?)
- Think of a plan to help resolve it. (who needs to be involved?)
- Why is it important to take action? What are the benefits??



Thoughts?



Assess, Plan, Develop

Protocol	Port	Program	Score	Security Vulnerabilities	Solution ?
TCP	Home	HA	5.8	Title: TCP reset using approximate sequence number impact: A remote attacker could cause a denial of service on systems which [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: Forum_members Web MVC Forums ver: 7.51 and below is vulnerable to CVE-2015-3000-02: Stack Factor: Weakness: CWE-200: Buffer overflow: 4.5 [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: User Web MVC Forums [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: [link]	
TCP	80	HTTP	4.8	Title: Web server vulnerability impact: [link]	
TCP	443	HTTPS	4.8	Title: scan may have been dynamically blocked by an IPS impact: The scan results may be inaccurate: [link]	



Considerations for Volunteers

1. How would you recruit them?
 - Recruitment plan/strategy
2. What are their motivation?
 - Court order/class credit/learn about business
3. What are their possible barriers?
 - Transportation/right match/time/enough roles
4. How would you accommodate?
 - Consider offsite projects/virtual roles

What are other considerations?



Strategic Volunteer Planning Ideas

- Philosophy /value statement (**culture**)
- Create/modify **organization structure**
- **Volunteer roles that make sense**
- Policies and procedures
- Risk Management
- Allocate funds and resources
- **Engagement (retention)/supervision plan**
- **Appreciation**
- Recruitment/build community relationships



Volunteer Roles

- Decorations team – design signs/put out flowers on vendor tables, thank you notes
- Outreach – inform community about F/M
- Recruiters – invite or find more volunteers ☺

Activity! – break into groups and discuss your current roles and/or think of new ones!

Jot it down with short description to share



Recruitment

- **Must haves and Needs to Know:**
 - Language, recruitment verbiage to share
 - Volunteer role and logistics (position description, time/dates, where they will sit, who will manage them, need training?)
 - Skills (already have or can train?)
 - Character, what kind of person? Volunteer Profile
- **What's your Recruitment Plan? Consider:**
 - Identify places to recruit from
 - Build partner relationships
 - Where are your volunteers at??



Screening for the Right Volunteer! Relationships!

Screen, Connect, Orient

- Hire tough, manage easy
- Criminal history check/questions
- Get to know the applicant and personality
- Ask open ended questions
- **Pair new volunteer with current/mentor**
- **Culture/roles where people interact**
- **Ensure volunteers understand the connection of their role and your work**
- **Safety, expectations, what you do, values**



Must haves for Volunteer Satisfaction

- **Communication**—Volunteer Culture, conflict resolution,
- **Clear expectations** (position description, policies, handbook)
- **Welcoming and two way ongoing feedback**
- **Motivation, recognition, appreciation** – thank you!
- **Equip** —training, share info, who administers it, plan what's needed



Just Do It!



Recognition that Works!

- **Types of Recognition**
 - Thank you cards/gifts, personal touches
 - Appreciation events
 - Donations from vendors
 - Seeds!
 - Crafts on [Pinterest](#)
- **On a Budget?**
 - Sponsorships & donations
- **What do you do?**



Evaluate, Measure

Not everything that can be counted counts, and not everything that counts can be counted.

William Bruce Cameron



Evaluate, Measure

What do you plan to evaluate and measure?

How will you

- How & what are you going to evaluate?
- Will you share your findings? How?
- How will it benefit the organization?
- What resources are needed to complete?
 - Track donations from volunteers
 - Value of NOT involving volunteers
 - Survey volunteer satisfaction & growth
 - Number of volunteers, hours served
 - Track impact through their service





Volunteer Engagement



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Next Steps & Thank you!

- What are your three actions?
- Connect w/ attendees
- Connect with United Way!
 - posting, other trainings and receive our communication! ☺



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