

Steps for Effective Volunteer Management

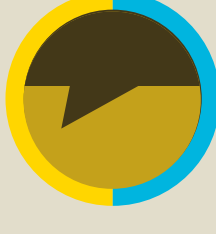
1. Create Detailed Volunteer Descriptions

Be specific. Answer the questions:



WHO

- is your organization?
- would be your ideal volunteer candidate?



WHEN

- does the volunteer position start and end?



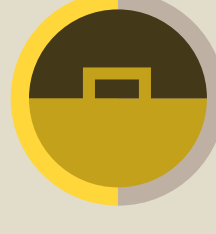
WHY

- does your organization need a volunteer?
- should a volunteer be interested?



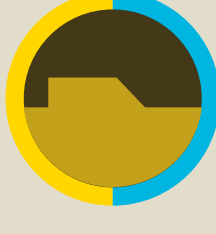
WHAT

- is the position?
- are the skills the volunteer needs?



WHERE

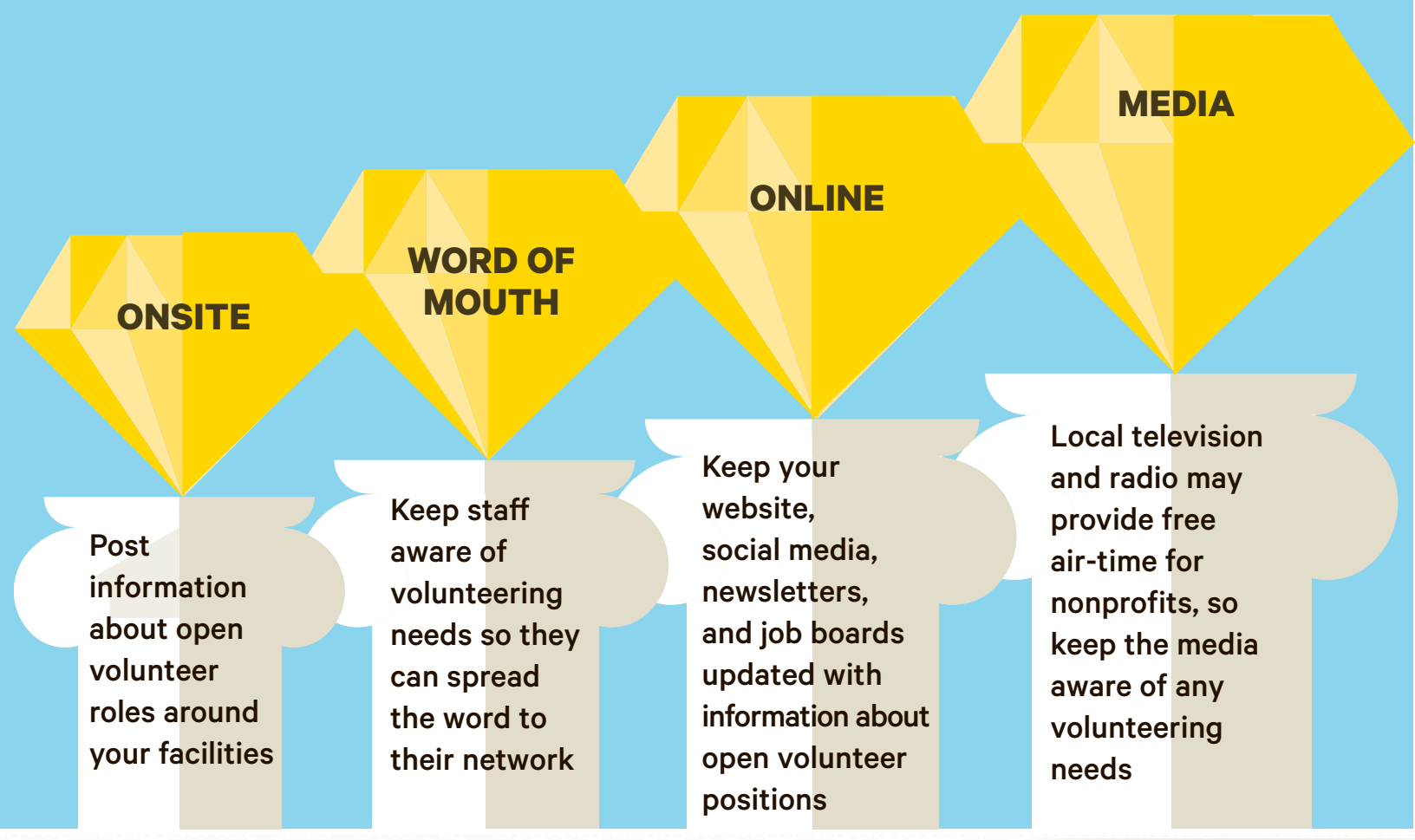
- does the volunteer position take place?



HOW

- will a volunteer be successful in their role?
- should a volunteer apply?

2. Recruit Good Volunteers



3. Screen Candidates

No position is too small for security:



90%

of volunteer organizations conduct a criminal record check for new volunteers¹



87%

conduct a sex offender search¹



54%

conduct background checks¹

4. Orient and Train Volunteers Well

Increase volunteers':

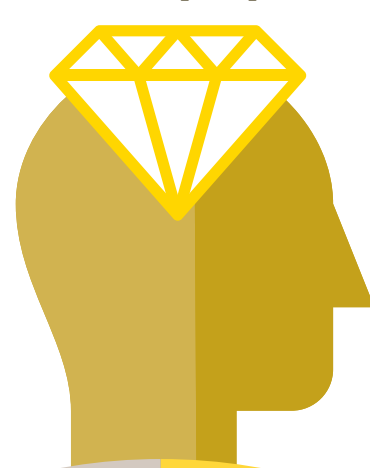
Confidence

Enthusiasm

Knowledge of role and non-profit

Feeling of belonging

Sense of purpose



5. Manage Volunteers Effectively

Excellent supervision is key to volunteer retention.

Best practices include:

Discipline if Needed:

Make volunteers aware of the organization's policies and rules

Deepen Relationships:

Ensure the manager and volunteer meet frequently

Keep it Simple:

Assign a single point of contact for volunteers

6. Show Appreciation

Say "Thank you"

Host events

Acknowledge publicly

Give gifts

¹Verified Volunteers. Volunteer Screening Trends & Best Practices 2016

For more on how to recruit, retain and protect volunteers, read the full white paper, *Insider Secrets to Successful Volunteer Management*, in the Assurex Global Library. AssurexGlobal.com/resources/library/

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