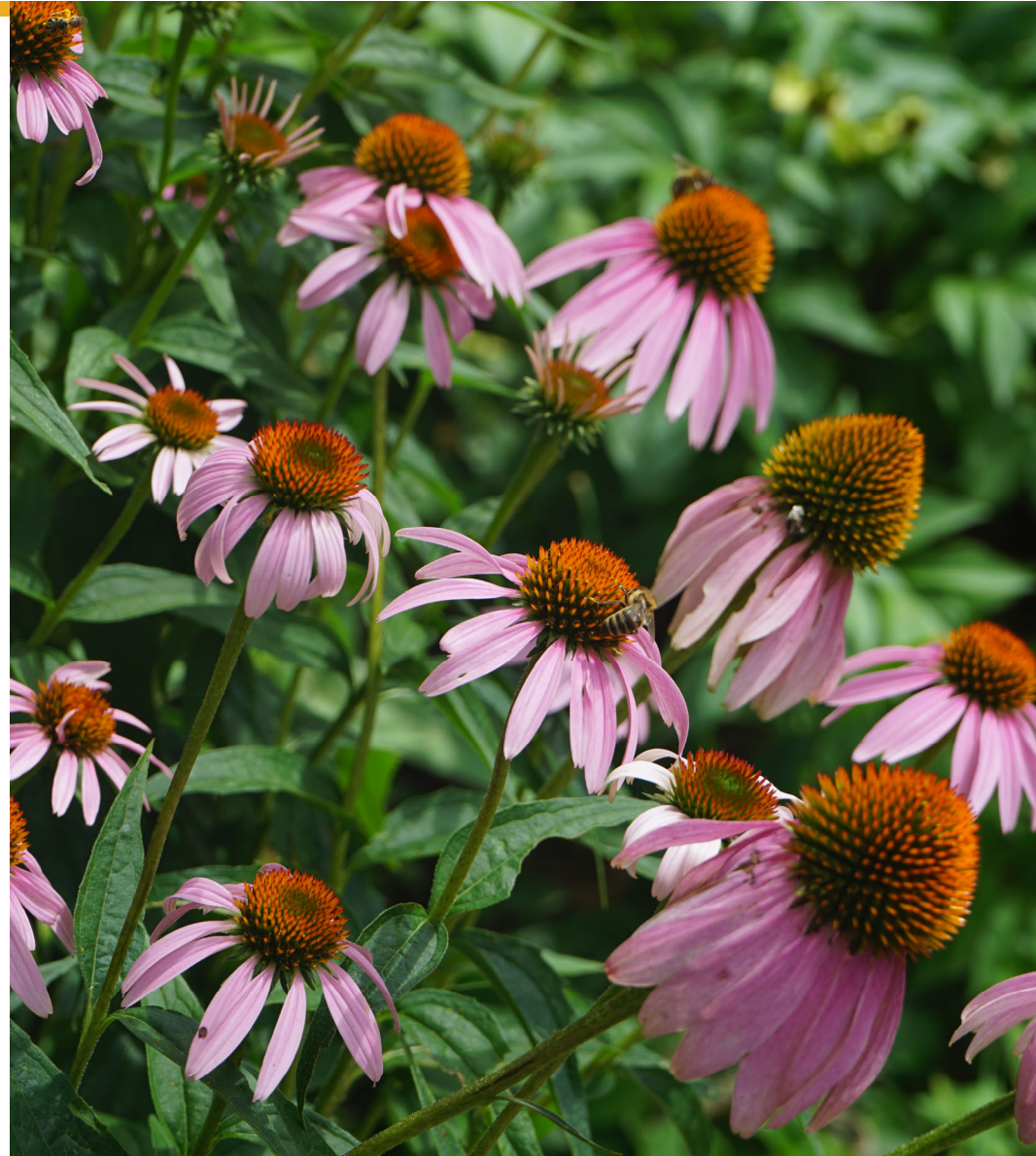# Where are we?

Plans & Partnerships

- ✓ **Local Businesses & Nonprofits**

- **Volunteers**

- SWOT Analysis

- Mapping Your Neighborhood

- Neighborhood Conditions Index (NCI)

Topics to Cover :

- Importance of Volunteers

- Identifying Volunteer Sources

- Understanding Limitations of Volunteers

- Recruiting & Retaining Volunteers

- Onboarding & Managing Volunteers

Why are volunteers important to your neighborhood association?

CITY OF
TULSA

Volunteers

- Empowerment
- Positive change
- Broadens impact
- Board recruitment & retention

How to Determine Your Volunteer Needs

Volunteers

Create volunteer opportunities based on:

- **Organizational needs**
- Events
- Projects
- Gaps in expertise, skill, or ability

Volunteers

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Volunteers

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Volunteers

Create volunteer opportunities based on your neighborhood association's capacity.

Volunteers

- Provide oversight and support.

- Events or projects should not be solely staffed by volunteers.

Volunteers

When considering volunteer needs:

Think of –

- **Skills, expertise, or abilities needed**
- Consistency
- Total Time Commitment

Volunteers

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Volunteers

When considering volunteer needs:

Think of –

- Skills, expertise, or abilities needed

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Are there any responsibilities you shouldn't assign to a volunteer?

Volunteers

?

Volunteers

Shouldn't Assign Volunteers to:

- **Fulfill board member responsibilities**

- Act as a spokesperson

- Handle money

- Enter into contracts or agreements

Volunteers

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Identifying Sources for Volunteers

CITY OF TULSA

Volunteers

Place-Based Recruitment:

- **Use your asset map**
- Connect with nearby businesses
- Recruit your neighbors

Volunteers

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Volunteers

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Volunteers

Reach Beyond your Neighborhood:

- **Schools / Universities / Colleges / Sororities / Fraternities**

- Retirees

- Professional Organizations

- Large Corporations & Businesses

- Adjacent Neighborhood Associations

Volunteers

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Volunteers

Reach Beyond your Neighborhood:

- **Business Associations**

- Churches / Synagogues / Mosques / Religious Institutions

- Athletic Organizations / Leagues

- Refugees / Refugee Organizations

Volunteers

Reach Beyond your Neighborhood:

- Business Associations

- Churches / Synagogues / Mosques / Religious Institutions

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Understanding Your Volunteer's Limitations

Volunteers

Understanding Barriers

Can you solve any of these?

- **Language Barriers**

- Transportation Barriers

- Childcare Barriers

- Ability Barriers

Volunteers

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Volunteers

Understanding Limitations

- **School / University Calendars**
- Event & Sports Schedules
- Holidays
- Guardrails for Volunteers Under the age of 18
- Other Causes
- Senior Citizens
- Refugees & Immigrants

Volunteers

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Recruiting Volunteers

Volunteers

Recruitment Prep:

Once you determine your volunteer needs –

- **Write a brief description of each volunteer role.**

- Determine the time commitment.

- Create a sign-up process.

Volunteers

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Volunteers

Sign-Up Process

Information to gather when volunteers sign up:

- Name

- Age / Age Range

- Contact Information

- Limitations

- Needs

Volunteers

Promotions

Use a variety of ways to recruit volunteers –

- **Use your neighborhood association's communication channels**

- Partner with influencers or neighborhood leaders

- Ask your partners to share volunteer opportunities on their platforms

Volunteers

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Volunteers

Promotions

Use a variety of ways to recruit volunteers –

- **Create volunteer fliers**

- Attend other neighborhood meetings

- Incentivize volunteering

Volunteers

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Onboarding Volunteers

Volunteers

Training:

Provide training to all your volunteers. Training Materials can include:

- **Power Point Presentation**
- Informational Flier
- Pocket Cheat Sheet
- Video

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Volunteers

Information to Include in Volunteer Training:

- **Association's Mission, Vision, and Values**

- Boundaries of your neighborhood / Map

- Basic Information about event or project

- Form of Communication during event / project

- Safety and Emergency Protocols

- Code of Conduct / Rules

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Volunteers

Limit your Liability

Work with a legal consultant to create a liability waiver form to protect your neighborhood association.

Collect liability waiver forms from all volunteers.

- Circulate the forms digitally before the event.

- Have paper forms for volunteers to complete and sign in person.

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Volunteers

Overcommunicate

- **Email volunteers reminders.**

- Share plans for inclement weather and safety concerns.

- Contact volunteers if you're canceling their shift in advance.

- Overshare logistical information.

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Managing Volunteers

Volunteers

- **Designate a volunteer point person**

- Designate a volunteer check in location

- Plan for a way to identify volunteers

- Plan for volunteers' needs

Volunteers

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- Designate a volunteer point person
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- Plan for volunteers' needs

Retaining Volunteers

Volunteers

Create a Volunteer Tracking System

- Contact Information
- Volunteer History

Volunteers

Recognition:

- Awards
- Social Media
- Newsletter
- Thank You Card
- Gift Card
- Birthday Card
- Swag
- "Club" or Status

Volunteers

- **Host Exclusive Volunteer Events & Meetups**

- **Incentives**

Volunteers

Send a Follow-Up Survey:

- **Understand / improve their volunteer experience**

- **Address issues volunteers encountered**

- **Provide future tools or resources needed**

- **Reduce barriers to volunteering with your association**

- **Gather their fresh ideas**

Call to Action

Volunteers

Your Next Steps:

❑ Create a list of potential volunteers from your Asset Map

❑ Create a list of incentives, events, and ways to recognize volunteers

❑ Create a volunteer tracking system

❑ Create your own volunteer training materials

What's next?

What's next?

Plans & Partnerships

- ✓ **Local Businesses & Nonprofits**
- ✓ **Volunteers**
- • **SWOT Analysis**
- • Mapping Your Neighborhood
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