Topics to Cover :

- **Importance of Volunteers**

- **Identifying Volunteer Sources**

- **Understanding Limitations of Volunteers**

- **Recruiting & Retaining Volunteers**

- **Onboarding & Managing Volunteers**
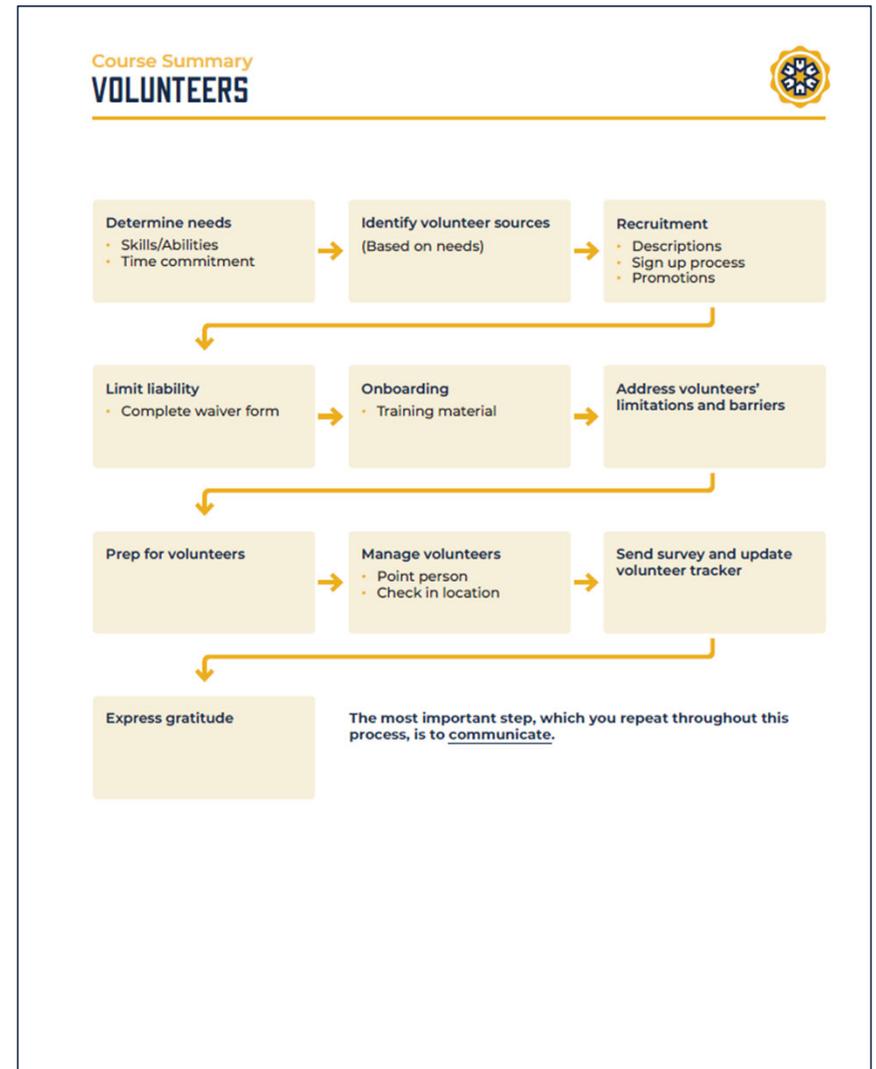
Topics to Cover :

- **Importance of Volunteers**

- **Identifying Volunteer Sources**

- **Understanding Limitations of Volunteers**

- **Recruiting & Retaining Volunteers**

- **Onboarding & Managing Volunteers**

Course Summary
VOLUNTEERS

Determine needs
- Skills/Abilities
- Time commitment

→ **Identify volunteer sources**
(Based on needs)

→ **Recruitment**
- Descriptions
- Sign up process
- Promotions

Limit liability
- Complete waiver form

→ **Onboarding**
- Training material

→ **Address volunteers' limitations and barriers**

Prep for volunteers

→ **Manage volunteers**
- Point person
- Check in location

→ **Send survey and update volunteer tracker**

Express gratitude

The most important step, which you repeat throughout this process, is to communicate.

Why are volunteers important to your neighborhood association?

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

Create volunteer opportunities based on:

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

73

Volunteers

Create volunteer opportunities based on:

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

Volunteers

Create volunteer opportunities based on:

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

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

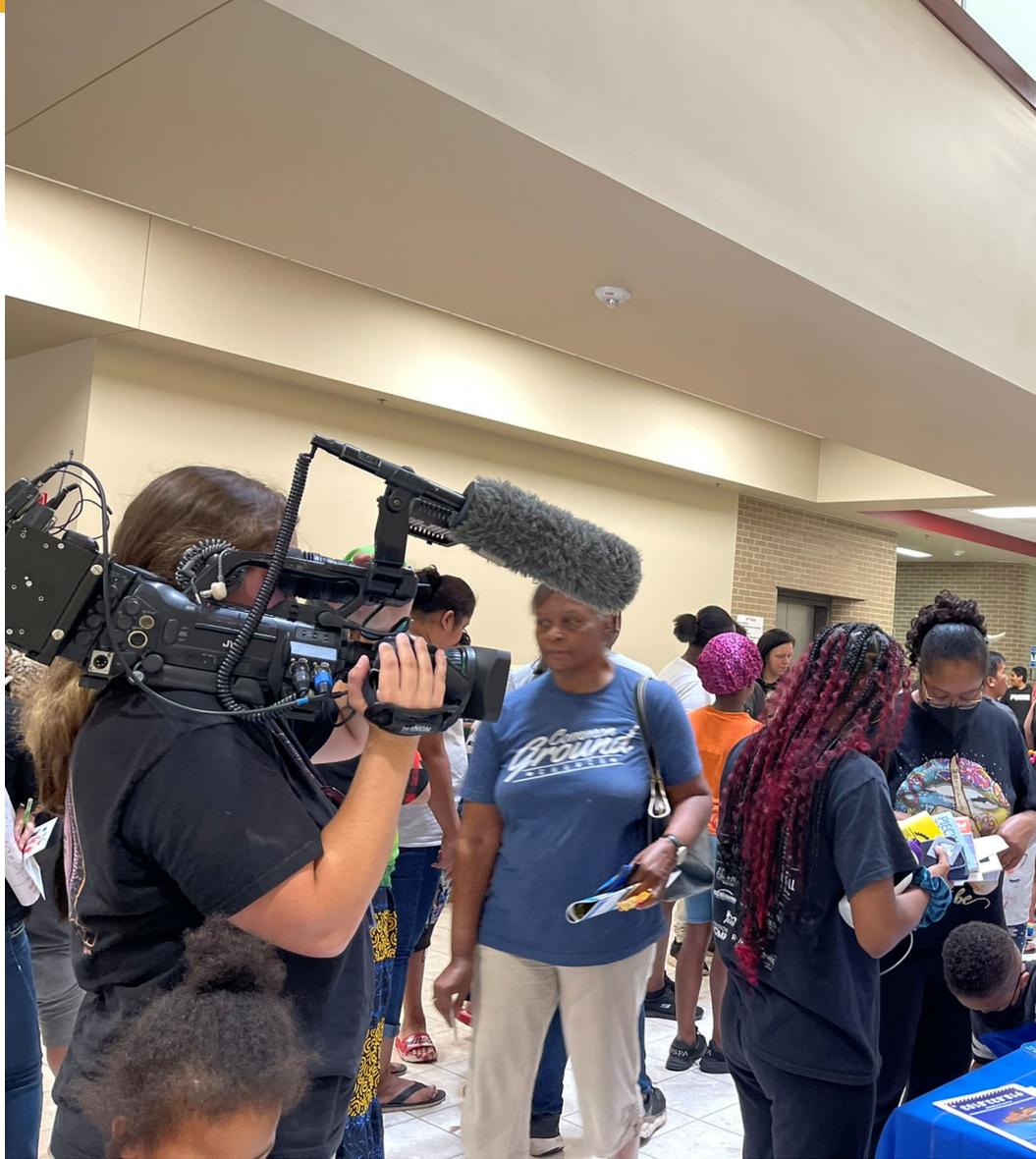## When considering volunteer needs:

Think of –

- Skills, expertise, or abilities needed

- Consistency

- Total Time Commitment

Volunteers

When considering volunteer needs:

Think of –

- Skills, expertise, or abilities needed

- Consistency

- Total Time Commitment

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

CITY OF TULSA

Volunteers

?

Volunteers

Shouldn't Assign Volunteers to:

- **Fulfill board member responsibilities**

- Act as a spokesperson

- Handle money

- Enter into contracts or agreements

83

Volunteers

Shouldn't Assign Volunteers to:

- **Fulfill board member responsibilities**

- **Act as a spokesperson**

- Handle money

- Enter into contracts or agreements

Volunteers

Shouldn't Assign Volunteers to:

- **Fulfill board member responsibilities**

- **Act as a spokesperson**

- **Handle money**

- Enter into contracts or agreements

Volunteers

Shouldn't Assign Volunteers to:

- Fulfill board member responsibilities

- Act as a spokesperson

- Handle money

- Enter into contracts or agreements

Identifying Sources for Volunteers

Volunteers

Place-Based Recruitment:

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

Volunteers

Place-Based Recruitment:

- **Use your asset map**

- **Connect with nearby businesses**

- Recruit your neighbors

Volunteers

Place-Based Recruitment:

- Use your asset map

- Connect with nearby businesses

- Recruit your neighbors

Volunteers

Reach Beyond your Neighborhood:

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

- Retirees

- Professional Organizations

- Large Corporations & Businesses

- Adjacent Neighborhood Associations

Volunteers

Reach Beyond your Neighborhood:

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

- **Retirees**

- Professional Organizations

- Large Corporations & Businesses

- Adjacent Neighborhood Associations

Volunteers

Reach Beyond your Neighborhood:

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

- **Retirees**

- **Professional Organizations**

- Large Corporations & Businesses

- Adjacent Neighborhood Associations

Volunteers

Reach Beyond your Neighborhood:

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

- **Retirees**

- **Professional Organizations**

- **Large Corporations & Businesses**

- Adjacent Neighborhood Associations

Volunteers

Reach Beyond your Neighborhood:

- Schools / Universities / Colleges / Sororities / Fraternities

- Retirees

- Professional Organizations

- Large Corporations & Businesses

- Adjacent Neighborhood Associations

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

- Athletic Organizations / Leagues

- Refugees / Refugee Organizations

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

- Athletic Organizations / Leagues

- Refugees / Refugee Organizations

Understanding Your Volunteer's Limitations

Volunteers

Understanding Barriers

Can you solve any of these?

- **Language Barriers**

- Transportation Barriers

- Childcare Barriers

- Ability Barriers

Volunteers

Understanding Barriers

Can you solve any of these?

- **Language Barriers**

- **Transportation Barriers**

- Childcare Barriers

- Ability Barriers

Volunteers

Understanding Barriers

Can you solve any of these?

- **Language Barriers**
- **Transportation Barriers**
- **Childcare Barriers**
- Ability Barriers

Volunteers

Understanding Barriers

Can you solve any of these?

- Language Barriers

- Transportation Barriers

- Childcare Barriers

- Ability Barriers

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

Understanding Limitations

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

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

Understanding Limitations

- **School / University Calendars**

- **Event & Sports Schedules**

- **Holidays**

- **Guardrails for Volunteers Under the age of 18**

- Other Causes

- Senior Citizens

- Refugees & Immigrants

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

Understanding Limitations

- **School / University Calendars**

- **Event & Sports Schedules**

- **Holidays**

- **Guardrails for Volunteers Under the age of 18**

- **Other Causes**

- **Senior Citizens**

- **Refugees & Immigrants**

Volunteers

Understanding Limitations

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

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

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

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

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

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

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

Promotions

Use a variety of ways to recruit volunteers –

- **Create volunteer fliers**

- Attend other neighborhood meetings

- Incentivize volunteering

Volunteers

Promotions

Use a variety of ways to recruit volunteers –

- **Create volunteer fliers**

- **Attend other neighborhood meetings**

- Incentivize volunteering

Volunteers

Promotions

Use a variety of ways to recruit volunteers –

- Create volunteer fliers

- Attend other neighborhood meetings

- Incentivize volunteering

Onboarding Volunteers

Volunteers

Training:

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

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

Volunteers

Training:

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

- Power Point Presentation

- Informational Flier

- Pocket Cheat Sheet

- Video

Volunteers

Training:

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

- Power Point Presentation

- Informational Flier

- Pocket Cheat Sheet

- Video

Volunteers

Training:

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

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

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

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

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

130

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

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

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**

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.

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.

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.**

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.

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.

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.

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.

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

- **Designate a volunteer point person**

- **Designate a volunteer check in location**

- Plan for a way to identify volunteers

- Plan for volunteers' needs

143

Volunteers

- **Designate a volunteer point person**

- **Designate a volunteer check in location**

- **Plan for a way to identify volunteers**

- Plan for volunteers' needs

Volunteers

- Designate a volunteer point person

- Designate a volunteer check in location

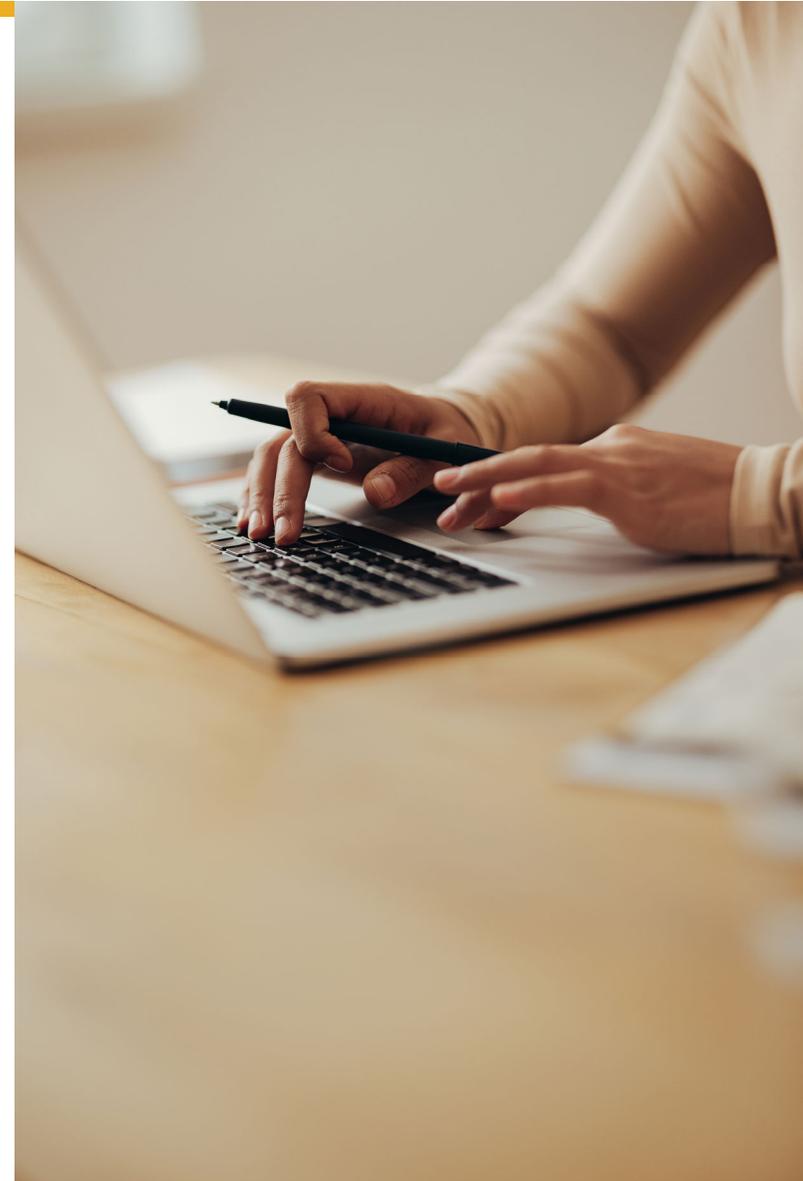- Plan for a way to identify volunteers

- Plan for volunteers' needs
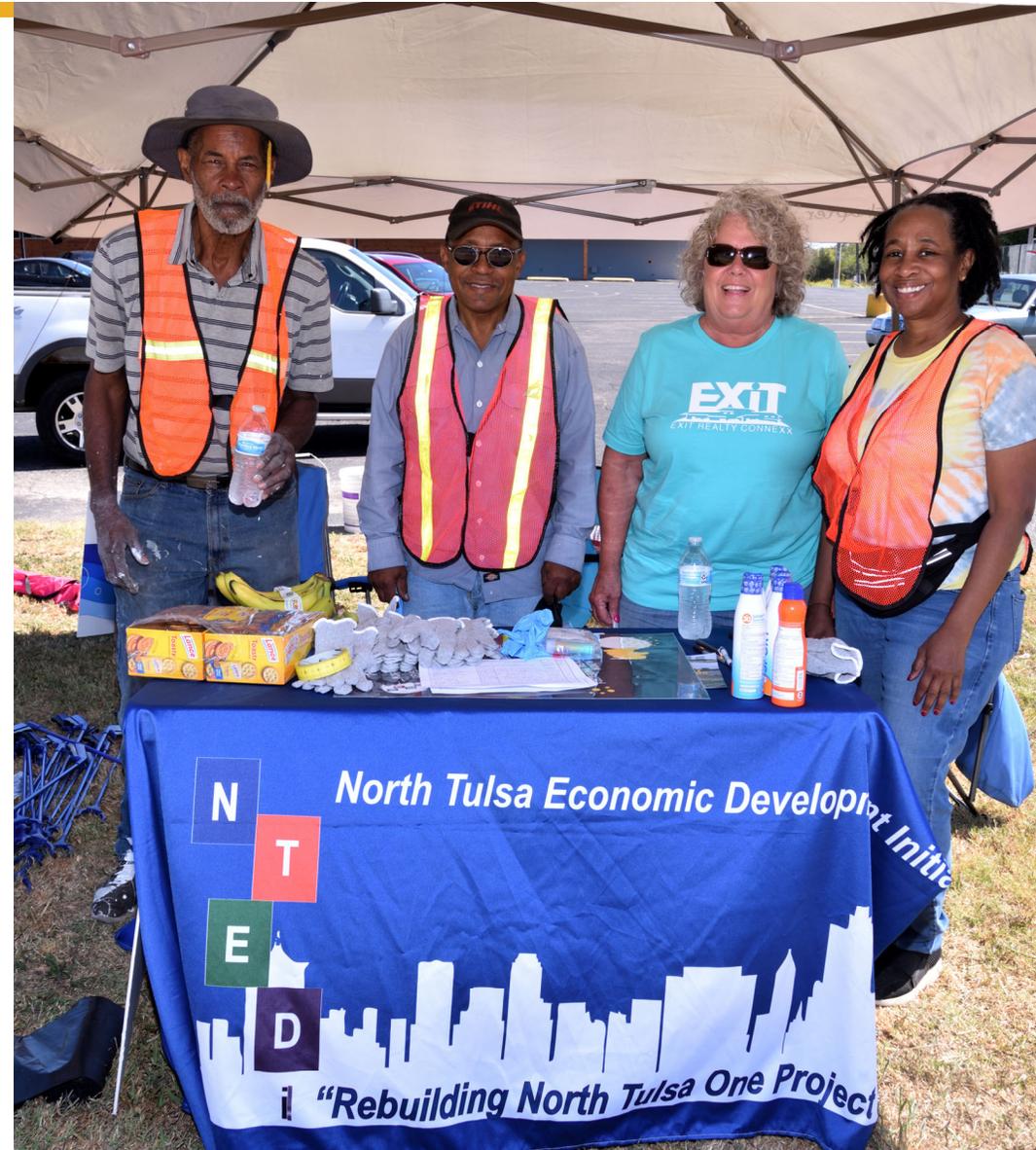
Retaining Volunteers

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

Conclusion

Call to Action

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

Questions?

What's next?

What's next?

Plans & Partnerships

- ✓ **Local Businesses & Nonprofits**

- ✓ **Volunteers**

- • **SWOT Analysis**

- • Mapping Your Neighborhood

- • Neighborhood Conditions Index (NCI)