

# 360° Volunteer Management

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# Today's Speakers

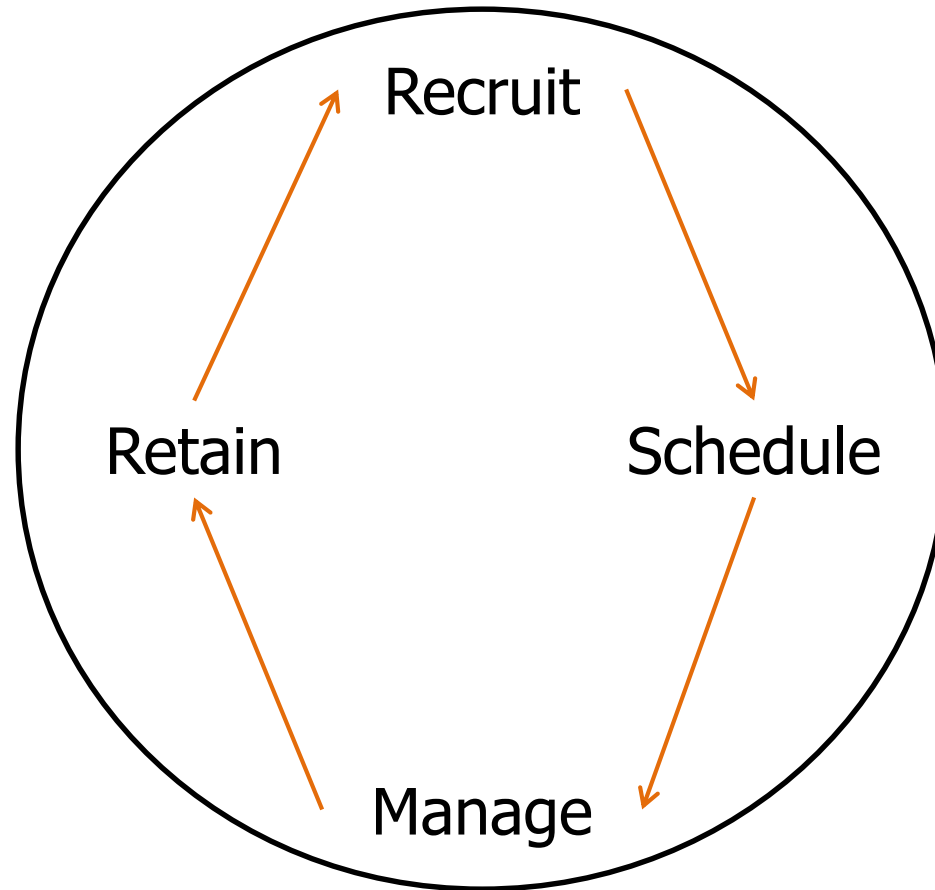


Kaylee Williams  
President  
VolunteerLocal



Jamie Apone  
Professional Services Consultant  
NeonCRM

# 360° Volunteer Management



# Recruitment

Empowering advocates for your cause who have the capacity (and willingness) to work in your organization without pay.

- **Get Creative!**
  - Increase visibility (swag)
  - Facebook and Instagram
    - Lookalikes
    - Hashtags / Celebrities
    - Create a viral campaign
  - Leverage existing volunteers' networks
- **Recruit Groups**
  - Volunteer Time Off (VTO)
  - Students: high school and college
  - Unconventional groups:
    - Holistic Health Society
    - Neighborhood Associations
    - Retirement Homes



# PTO Needs You!

**Become Involved!**



We need parents to help make  
Madison Primary & Intermediate  
Schools the Best it can be!

We need nominations for the  
President, VP, Secretary and Treasurer

Get your voice heard!

Nomination Deadline March 27th

Help us help the school  
Help the students be successful

It's rewarding  
It's important  
and its fun

Please call or email to submit your nomination  
see contact information at the bottom

Call 513-594-0206 or email: [scastle09@aol.com](mailto:scastle09@aol.com)



# DO YOU RECOGNISE THIS PERSON?

HELPFUL  
NATURE

CREATIVE  
IDEAS

GENEROUS

COMMUNITY  
MINDED

CARING  
ATTITUDE

COULD IT BE **YOU?**

## CRIME STOPPERS IS AN ORGANISATION RUN BY VOLUNTEERS.

Our effectiveness depends on the support of men, women and youth who, by offering a little of their own time, can help us to create safer communities.

If this sounds like you, please call us on **1 800 333 000**, visit our website at [qld.crimestoppers.com.au](http://qld.crimestoppers.com.au) or our facebook page for more information.



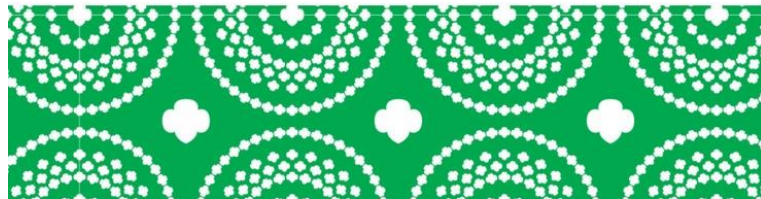
[www.facebook.com/crimestoppersqld](http://www.facebook.com/crimestoppersqld)



PRODUCED WITH FUNDING ASSISTANCE FROM THE AUSTRALIAN GOVERNMENT, ATTORNEY GENERAL'S DEPARTMENT



Directions: Place marshmallow on skewer, light candle, roast marshmallow until golden brown, sandwich between two gram crackers and chocolate and Enjoy!



# Scheduling

Provide access to jobs and shifts that match your volunteers' skills, schedules and preferences.

- Volunteer Hours
  - Tracking/acknowledgement
  - Value proposition
- Types of Shifts
  - Ongoing vs. Event-Centric
  - Reminders (text and email)
  - Access to schedules (make it easy!)
- Considerations:
  - Childcare
  - Special accommodations
  - Food and break-times
  - Attire



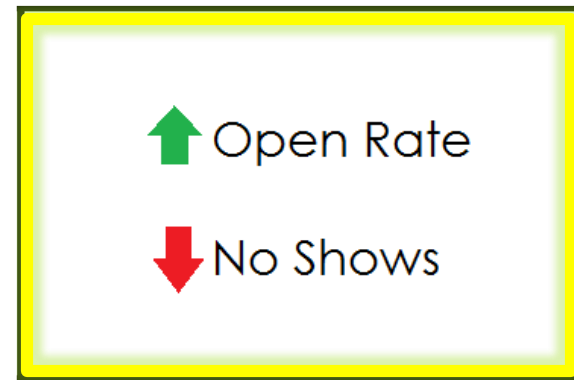


# Scheduling (Cont'd)

Personalized

Targeted

Succinct



# Management

“The role of a **volunteer manager** usually ranges from the operational and administrative tasks such as attendance taking to the policy making

- **Align Incentives**

tasks like **defining volunteer** job roles and recruiting and **managing volunteers.**”

- Generational Gaps
- Orientation and Training
- Standing Out

- **On-Site Logistics**

- Check-in Location(s)
- Check-out Procedures
- Clear, Structured Guidance

- **Create Feedback Loops**

- Surveys
- Vertical Transparency
- Events:
  - Appreciation parties
  - Spotlights
  - Networking Opportunities



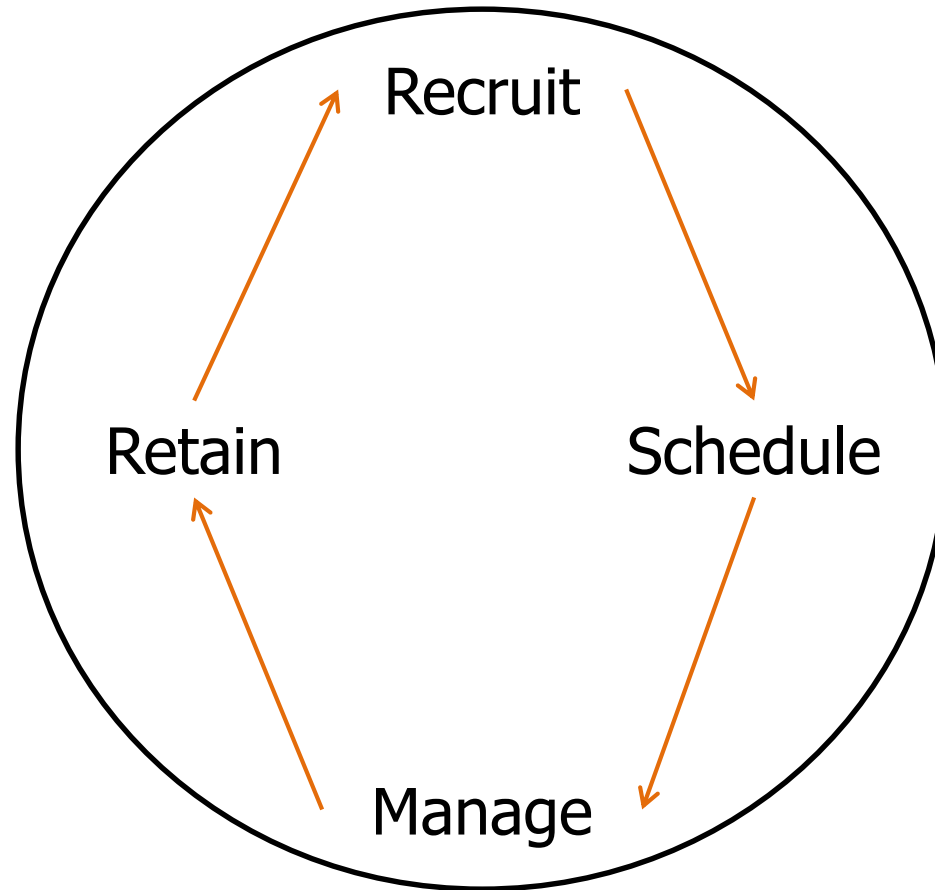
# Retention

“At its simplest level, **volunteer retention** is purely a matter of making **volunteers** feel good about their assignment and themselves.”

- “Volunteer Fatigue”
  1. Fulfillment – alignment of values
  2. Steady stream of new volunteers
  3. Creating vertical opportunities within the volunteer program
- Nurturing Relationships
  - Not every “touch” should be a volunteer ask
- Recognition and Promotion



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# Q&A

# Thank you!

Kaylee Williams

[kaylee@volunteerlocal.com](mailto:kaylee@volunteerlocal.com)

(319) 215-2597

Jamie Apone

[training@neoncrm.com](mailto:training@neoncrm.com)

(888) 860-6366