

# OVERVIEW OF VOLUNTEER MANAGEMENT

Volunteers are vital to the success of many organizations. Heading into a post-pandemic season, it is integral for volunteer managers to ensure the effectiveness and sustainability of a successful volunteer program. This eight-week training workshop is specifically designed to guide and help new and existing volunteer managers achieve their organization's mission, as well as the goals and interests of their volunteers. Content is based on Canadian research and best practices, as well as the Canadian Code for Volunteer Involvement. Re-charge your volunteer program today and effectively mobilize our community's change makers!

## In this workshop you will:

- Implement an effective volunteer management strategy
- Master the volunteer engagement, recruitment and retention cycle
- Understand and strategically respond to current and emerging issues
- Harness the complexities of leadership
- Market successful volunteer programs

## Modules

### VOLUNTEERISM

- Identify trends in volunteerism
- Consider how trends affect the profession
- Discuss the role & skills of volunteer managers

### COMMUNICATION

- Understand the complexity of effective communication
- Expand personal communication skills that will enhance relationships
- Understand the problem solving / decision making process in managing volunteers

### PLANNING PROGRAMS

- Explore the purpose of planning programs for volunteers
- Discuss budgeting
- Identify record keeping methods

### RECRUITMENT

- Explore who volunteers and why
- Draft position descriptions
- Enhance knowledge of recruitment strategies
- Consider social networking in recruiting
- Explore the implementation & evaluation of recruitment campaigns

### SCREENING & PLACING

- Learn 10 steps of good screening practices
- Consider ways to manage risk
- Understand the importance of interviews
- Discuss reference checks and records checks

### ORIENTATION & TRAINING

- Explore the purpose & methods of orientation & training
- Discuss adult learning styles
- Identify ongoing training needs

### RECOGNITION, RETENTION & SUPERVISION

- Understand the importance of supervision of all volunteers
- Discuss creative & meaningful recognition
- Explore the volunteer life cycle
- Consider how discipline & dismissal apply

### VOLUNTEER-STAFF RELATIONS &

### EVALUATION

- Discuss volunteer-staff relations
- Consider different types of evaluation
- Place economic value on volunteer activity



"Since attending this course I realized that there is great economic value so I made the case for a volunteer budget and it was approved!"

Cost: \$349

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250-763-8008.



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