

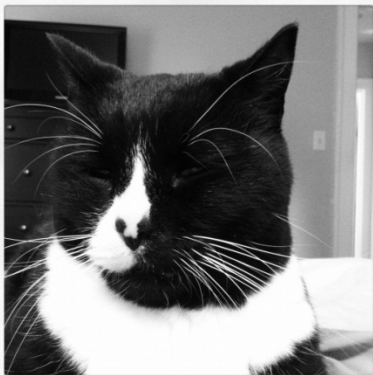
Volunteer Management 101: Starting Out

Hilary Anne Hager

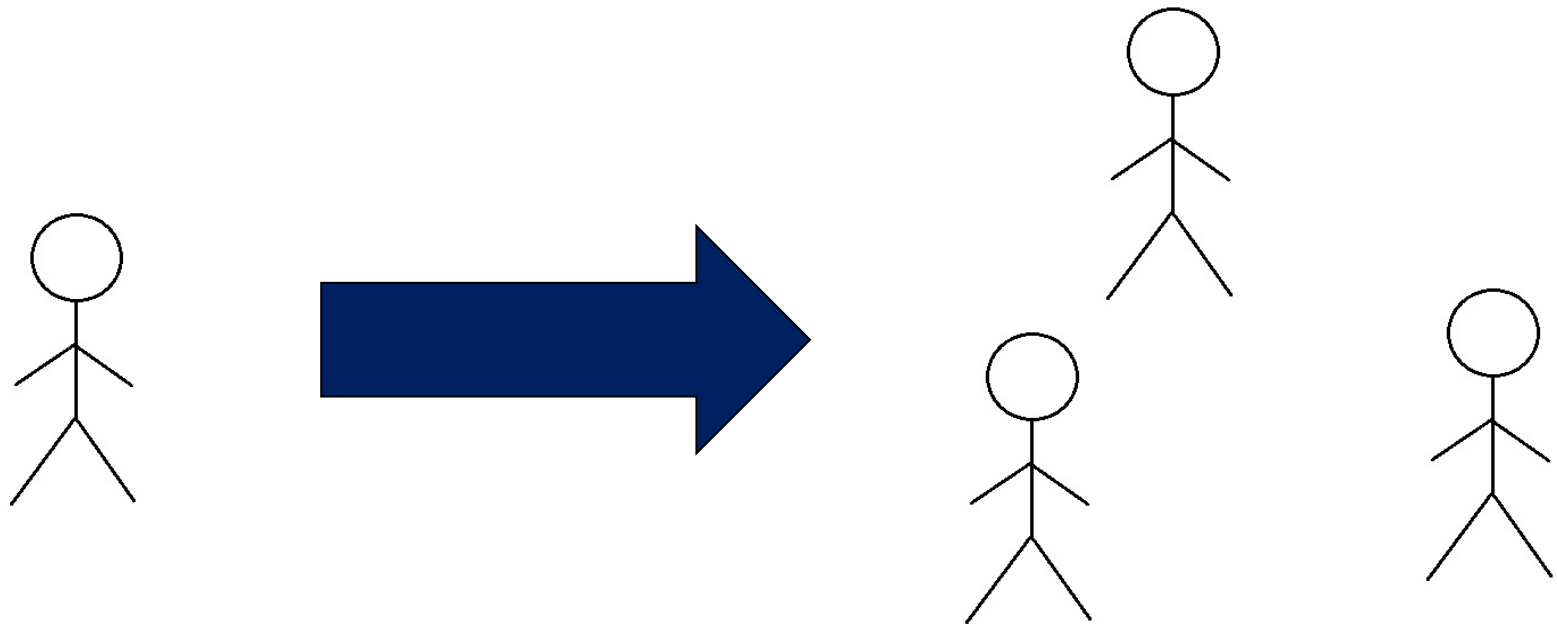
Director of Volunteer Engagement

Humane Society of the United States



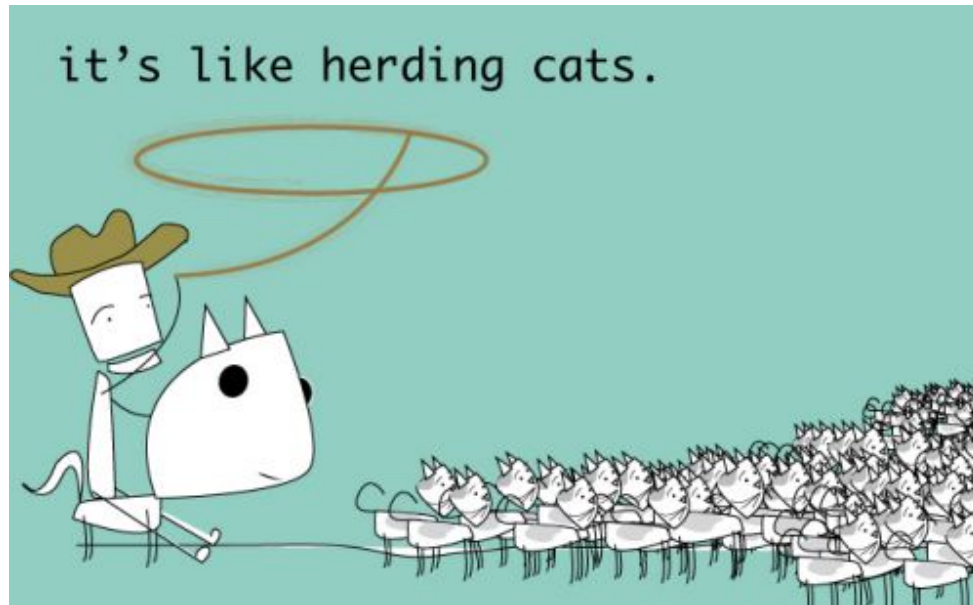


When does it become a “program”?



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Sound familiar?



Why involve volunteers in our work?



Meet our mission

Share the load

Expand your reach

Raise additional funds

Save more lives



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What's hard or scary about it?

Takes a lot of work

Stakes are high

Can undermine organization

Chaos can ensue



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Who's in charge?



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What really matters?

What personality
characteristics are
most important in a
volunteer coordinator?

People-focused
Solution-oriented
Organized
Friendly
Strategic
Patient
A good teacher
Collaborative
Good at delegating
Willing to be uncomfortable



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The Volunteer Manager's To Do List

Does include:

Recruiting

Screening

Training

Care and Feeding

Appreciation

Managing

Does NOT include:

**Doing it
all alone!**



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Basic Elements to Consider:

1 What do you want and what will serve the mission?

Culture & Role of Volunteers in the Organization

2

3 Identify & communicate deal breakers

Process for addressing issues

4



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Basic Elements to Consider:

Protocols



Volunteer Agreement

Training



Waiver and Release of Liability

Culture of Appreciation



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Basic Elements to Consider:

10

Volunteers are supposed to add to your organization, not take away from it!



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1

What do you want and will it serve the mission?



Why do you want a volunteer program?



What are the goals?



What does success look like?



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2

Culture & Role of Volunteers

a

What are you inviting volunteers into?

b

How are volunteers valued by the organization?

c

What boundaries are important?



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③ Identify & Communicate Deal-breakers



What must you absolutely see in volunteers?

Bb

What is absolutely not okay?



What are your expectations for their participation?



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Process for Addressing Issues



If, not when...



Who is responsible?



How and when will feedback be given?



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Protocols



What needs to get done and when?



Which activities/animals are STAFF ONLY?



How are these being communicated?



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6

Volunteer Agreement

a

What is the organization agreeing to?



What is the volunteer agreeing to?



Does it include tasks, behavior, spirit of participation?



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Training

A

Who is doing the training?

B

How are you communicating the instructions?

C

How are you making sure people “get it?”



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8 Waiver & Release of Liability



How will you protect your organization?



Who is your risk manager and have they reviewed it?



How will you handle minors in your program?



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9

Culture of Appreciation



Is it behaviorally specific and authentic?



Is it an expectation for **EVERYONE** in your organization?



Do volunteers have a voice?



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10 Programs & Volunteers that Add Value



This is not about finding warm bodies!



Ask for what you want in hopes you might get it



Success depends on monitoring and course correction



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Do NOT Re-invent the Wheel!



AnimalSheltering.org

[Animal Sheltering's Volunteer Managers Network](#)

[Everyone Ready](#)

[Animal Care Expo – Volunteer Management Track](#)

[Volunteer Management 201](#)

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Related ASPCApro Webinars

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Volunteer Management 201 April 8, 3-4pm ET

Recruiting and Keeping Equine Volunteers