

# Volunteer Management 101: Starting Out

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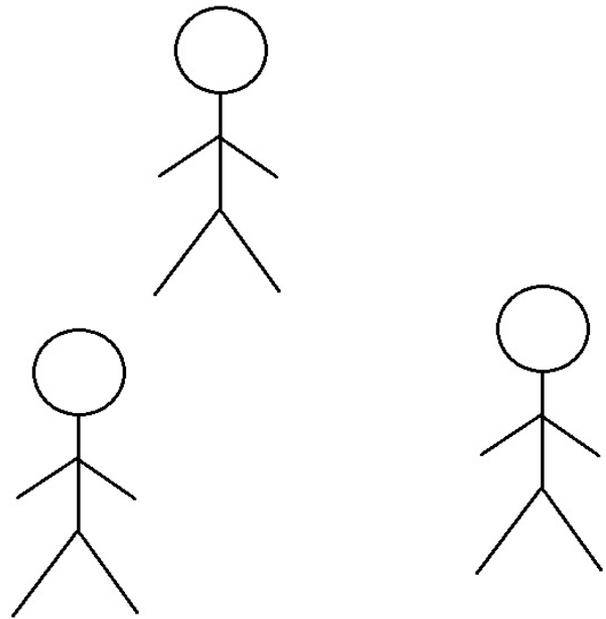
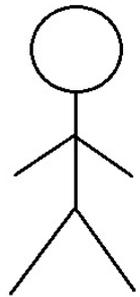
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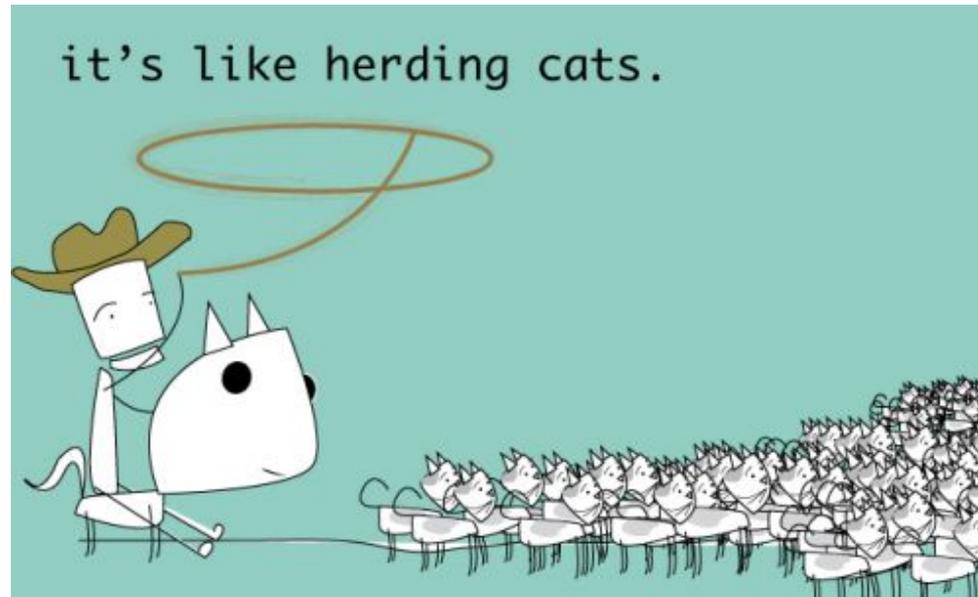
# When does it become a “program”?



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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

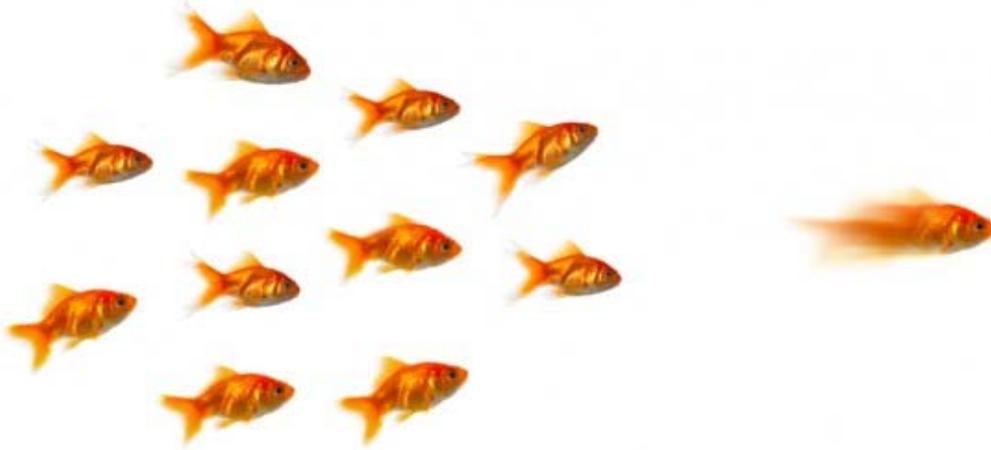
Can undermine organization

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



6

Volunteer Agreement

Training



8

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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# 4

## Process for Addressing Issues

A

If, not when...

B

Who is responsible?

C

How and when will feedback be given?



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# 5

## Protocols

A

What needs to get done and when?

B

Which activities/animals are STAFF ONLY?

C

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

A

Is it behaviorally specific and authentic?

B

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

C

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](http://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

[aspcapro.org/webinars](http://aspcapro.org/webinars)

**Volunteer Management 201** April 8, 3-4pm ET

**Recruiting and Keeping Equine Volunteers**