

RECRUITING & RETAINING VOLUNTEERS

WHY
HOW
RETAIN

WHY DO PEOPLE WANT TO VOLUNTEER?
"WHAT MOTIVATES THEM?"

1. UNIQUE OPPORTUNITIES
2. EXPERIENCE PERSONAL GROWTH
3. RECOGNITION, A SENSE OF ACHIEVEMENT AND FEEDBACK
4. LEARN A HOST OF NEW THINGS
5. FRIENDSHIPS, A NEW FAMILY AND BELONGING
6. SKILLS AND EXPERIENCE
7. CONNECTION BETWEEN GIVING TIME AND GIVING MONEY

HOW

1. MAKE A VIDEO
2. REGULAR OPEN HOUSE
3. PEER TO PEER INVITATION/RECOMMENDATIONS
4. RELATIONSHIP WITH SCHOOLS/UNIVERSITIES/TRAINING
5. COMMUNITY PARTNERSHIPS

BEST PRACTICES IN VOLUNTEER MANAGEMENT

1. SCREENING AND PLACEMENT EXTREMELY IMPORTANT
2. VOLUNTEERS INTERESTED IN BEING INVOLVED IN PROJECTS FROM INCEPTION TO COMPLETION
3. VOLUNTEER JOBS DESIGNED TO ACCOMMODATE VARIOUS SKILL-SETS, INTERESTS AND SCHEDULES
4. VOLUNTEERS WANT TO UNDERSTAND ORGANIZATIONAL MISSION AND HOW THE JOB THEY ARE PERFORMING SUPPORTS THAT MISSION

INITIAL PROCESS

1. APPLICATION
2. INTERVIEW
3. REVIEW CREDENTIALS
4. MATCHING SKILLS AND DUTIES
5. MATCHING PERSONALITIES
6. TRAINING/ORIENTATION
7. REGULAR EVALUATIONS

VOLUNTEERS' CHANGING EXPECTATIONS

1. EFFICIENT AND EFFECTIVE USE OF THEIR TIME
2. ABILITY TO "SAMPLE" VOLUNTEER WORK BEFORE MAKING LONG-TERM COMMITMENT
3. DIRECT BENEFIT TO THEM
4. TRAINING DESIGNED AROUND THEIR SCHEDULE
5. MOST DO NOT INTEND TO STAY LONG

DEVELOPING A VOLUNTEER PROFILE

1. WHAT KIND OF PEOPLE ARE WE LOOKING FOR – TEMPERAMENT, PERSONALITY, AVAILABILITY?
2. WHAT ARE THE RED FLAGS WE NEED TO LOOK FOR?
3. WHAT QUESTIONS WILL GET US THE ANSWERS WE NEED?
4. WHAT CHECKS AND BALANCES NEED TO BE IN PLACE- REFERENCES, BACKGROUND CHECKS, I.E.

ORIENTATION AND TRAINING

1. ONLY TRAIN THOSE WHO ARE KNOWN "KEEPERS"
2. EMPHASIZE "BIG PICTURE" ISSUES IN ORIENTATION; JOB SPECIFICS DURING TRAINING
3. HISTORICAL BACKGROUND – PUBLIC HEALTH
4. MEDICAL LANGUAGE
5. THE HOLY TRINITY: CONFIDENTIALITY, INFECTION CONTROL AND CUSTOMER SERVICE
6. HANDBOOK CONTENTS

SUPERVISION AND RECOGNITION

1. ESTABLISHING EXPECTATIONS
2. KEEPING RECORDS
3. MEASURING SUCCESS
4. BUILDING A STRONG TEAM
5. CELEBRATING

APPRECIATION

1. BUDGET FOR
2. EVENTS
3. SAYING THANK YOU
4. RECOGNITION
5. USING SOCIAL MEDIA

WHAT KEEPS THEM COMING BACK?

1. SCHOOL OBLIGATION
2. COMMITMENT TO MEET
3. FAITH
4. PASSION
5. BUY-IN OF MISSION
6. JUST BECAUSE

"EVERY VOLUNTEER HAS A SPHERE OF INFLUENCE THAT CAN BE USED TO HELP YOUR PROGRAM. THEY NEED TO BE MADE AWARE OF THE VALUE OF THEIR CONNECTIONS AND HOW THEY CAN USE THOSE CONNECTIONS TO HELP. YOUR JOB IS TO DO THAT FOR THEM...."



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