

Meals On Wheels

Volunteer Presentation

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Introduction of Organization/ Volunteer Program

- Mission Statement of the organization

Introduction of Organization/ Volunteer Program

Overview

- Identify needs within the organization
 - Number of persons
 - Number of hours
 - Types of skills
 - Relationship with staff

Introduction of Organization/ Volunteer Program

Overview

- Identify goals for volunteer training
 - Assess volunteer skills
 - Screen out inappropriate volunteers
 - Educate in the mission, policies and needs of the organization
 - Maximize use of volunteer skills
 - Create ambassadors for the organization

Introduction of Organization/ Volunteer Program

Overview

- Equal Opportunity Policy

Implementation of Volunteer Program

- Procedure for joining volunteer program, including a list of steps
 - Written application (Handout I)
 - Training hours required
 - References (Handout II) (forms not letters/not from family or friends)
 - Release forms for information/background check

Implementation of Volunteer Program

- Process for Training Volunteers
 - Evaluate amount of time needed for training
 - Develop post-training self-evaluation – accountability, preparedness, (Handout III)
 - Develop post training inventory (Handout IV)
 - Establish policy regarding performance review – minimum annually; include opportunity for volunteer feedback/suggestions

Implementation of Volunteer Program

- Process for Training Volunteers
 - Designate supervisors responsible for management and guidance who will be available for consultation and assistance; identify and assign to individual volunteers

Implementation of Volunteer Program

- Job descriptions, including the “big picture” of how jobs/tasks fit into the goals of the organization
 - Reporting to volunteer coordinator/manager
 - Assignments (Handout V)
 - Reporting hours to volunteer coordinator (Handout VI)

Implementation of Volunteer Program

- Review legal and compliance requirements of the organization
 - Use of volunteers and volunteer activities
 - Ensure that training program and volunteer job assignments are consistent with requirements

Education of Prospective Volunteers

- Knowledge of the Organization:
 - History of the organization
 - Services provided
 - Categories of volunteer jobs available
 - Specific training required for particular volunteer tasks if applicable

Education of Prospective Volunteers

- Formal Training Sessions
 - Use speakers directly affiliated with the various job categories
 - Interactive sessions with prospective volunteers given opportunities to speak about themselves and their interest in the organization's work

Education of Prospective Volunteers

- Training Notebook
 - Mission statement, philosophy and company history
 - National affiliations and standards
 - Roles with the organization, including roles of volunteers, job descriptions for volunteers and of volunteer coordinator (Handout VII)
 - Confidentiality rules, including how to handle various scenarios; conflict of interest policy

Education of Prospective Volunteers

- Training Notebook
 - Protocols for services performed by volunteers, including standards of conduct and dress for volunteers, unauthorized services, notification requirements for absence/late arrival and safety requirements and procedures

Education of Prospective Volunteers

- Training Notebook
 - Physical and practical aspects of work/services performed by volunteers, including describing the community/population served, cultural diversity considerations, and common situations encountered
 - Emergency procedures
 - Health of volunteers, including testing

Education of Prospective Volunteers

- Training Notebook
 - Time, mileage, attendance (e.g., sign-ins) and other requirements; expense reimbursement policy
 - Organization emergency contact information for volunteers
 - Procedure for grievances/problems; company harassment policy; assignment of specific supervisor/manager
 - Post- training test/self evaluation

Evaluation of Volunteers by the Organization

- Review applications
 - Interests
 - Education
 - Occupation(s) current, past
 - Hobbies
 - Other volunteer work

Evaluation of Volunteers by the Organization

- Highest and best use of volunteers
 - Facilitated by thorough listing of jobs and tasks in the organization
 - "What are you interested in about our organization?"
 - "Is there anything you can do/enjoy doing that we did not think to ask you on the application form?"

Evaluation of Volunteers by the Organization

- Volunteers who are not suitable
 - Self-screening: organization is explicit up front that criminal background checks are run
 - If inappropriate for particular needs of organization: redirect to other more appropriate organizations/importance of networking/community contacts/interacting or cooperating agencies

Evaluation of Volunteers by the Organization

- Volunteers who are not suitable
 - During orientation make boundaries clear/if infractions counseling, discussion, opportunities to correct/importance of personal contact between volunteers and managers or coordinators vs. email and voicemail exclusively

Retention of Volunteers

- After training, prompt involvement
- Continuing role of manager/coordinator: bringing out skills and facilitating volunteers' development: continuing to offer new opportunities

Retention of Volunteers

- Recognition
 - Annual event
 - Handwritten notes
 - Commemoration of special project involvement with t-shirt (e.g. special event)
 - Holiday party
 - Tours of corporate office
 - Honor roll of volunteers on website or in annual report

Retention of Volunteers

- Self-assessment for new interests, resources, recruiting, speaking opportunities

Meals on Wheels Volunteer Presentation

- List of Handouts
 - I. Application
 - II. References
 - III. Post-training self-evaluation
 - IV. Volunteer interest inventory
 - V. Forms for volunteer assignment
 - VI. Forms for reporting volunteer hours
 - VII. Job descriptions of volunteers and volunteer coordinator
