MOVING YOUR VOLUNTEER PROGRAM FROM GOOD TO GREAT

Volunteer Administration
Presentation by Muffin Clark for Texas & New Mexico Hospice Organization
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Preparing the Volunteer Department for Success

The Human Resources of Volunteer Administration

Building the team

Characteristics of a successful team

• Outcome focused
• Clear communication
• Energetic and cooperative
• Diverse talents and abilities
• United by mission and vision
• Collective knowledge
Mission and Vision Statement for a Volunteer Department

Mission statement is “elevator speech”. Why an organization or department exists.

Vision is “the future and excellence”. Answers the question “Where do we want to be”.
Attributes of a highly qualified Volunteer Administrator

Competent....continuing to develop professionally
Ethical....open, honest
Credible....community builder
Accountable....organized, focused
Initiative....looks for leadership opportunities
Strategic Thinker....big picture
Creative....innovative
Knowledgeable....professionally well versed and well read
Flexible....mature and adept at change
Credibility of the Volunteer Department

Best practices of Volunteer Programs
Strong Policies and Procedures should define the scope, limitations and activities of the Volunteer Department and individual volunteers
Professional Standards of Excellence define orientation and training requirements for volunteers
Have a method of evaluating the effectiveness of services provided
Developing Organizational Support for the Volunteer Program

Challenges in gaining organizational support for volunteer program

- Lack of commitment
- Lack of professionalism (perceived or actual)
- Lack of measurable information
- Lack of goals and objectives
- Lack of training or communication
- Lack of revenue generation

Potential Solutions

- Clear plan for meeting challenges
- Clearly articulated written goals and objectives
- Strong budget analysis with a dollar value assigned to volunteer time
Evaluate and Develop Strategic Partnerships internally and externally

- Get to know all partners
- Identify liaisons
- Develop Common Goals
- Communicate
Nuts and Bolts of Volunteer Programs

Policies and Procedures
Position descriptions
  Title, Position Summary, Qualifications, Responsibilities and Training record
Forms and Records
  Collateral material (applications, background checks/health checks, confidentiality forms, releases and emergency checks)
Recruitment
  Mission based, organized, strategic, targeted and directed to accomplishment
Nuts and Bolts of Volunteer Programs (cont.)

Interviewing
Orientation
  Expectations
  Functions of an orientation
Training plans
Placement
Evaluation and measurement
Retention and Recognition
Professional Development and Training

Training, Training and Training....Volunteer and Staff

Assessment of training needs

Development of effective and organized training plans and programs

Communicating effectively

  Generational differences
  Motivational differences

Elements of Professional Development

Competencies
In-services
Evaluations
Benefits
Elements of an Outstanding Volunteer Administrator and Department

Core Competencies

- Ethics
- Organizational Management
- Human Resource Management
- Expectations and Accountability
- Leadership and Advocacy

Additional key element

- Common roles and responsibilities
Strategic Plan for a Volunteer Department

Strategic Planning is driven by Mission, Vision, Purpose and Excellence

Elements of a Strategic Plan
  Clear realistic goals, explicit action steps, and views of major stakeholders

Key to successful strategic planning
  Time
Program Effectiveness

Evaluation is the process of examining the everyday operations and how what is being evaluated functions. Evaluates skills, positions abilities, performance, satisfaction and cost benefit analysis.

Design and accountability measures for long term success:

Evaluation and Measurement

- What is to be evaluated

Types of evaluation

- Results evaluation
- Impact evaluation
Design and accountability measures for long term success (continued)

Goals and Objectives
  Established prior to the beginning of any evaluation

Information gathering and Data
  Qualitative data
  Quantitative data

Presentation and Usage of Data
Expectations and accountability

• Know what is expected of your department and volunteers
• Measure your success
  Dollar value of contributed time
• Hold all accountable equally
• Commit to EXCELLENCE
QUESTIONS?????