

Volunteer Management Workshop

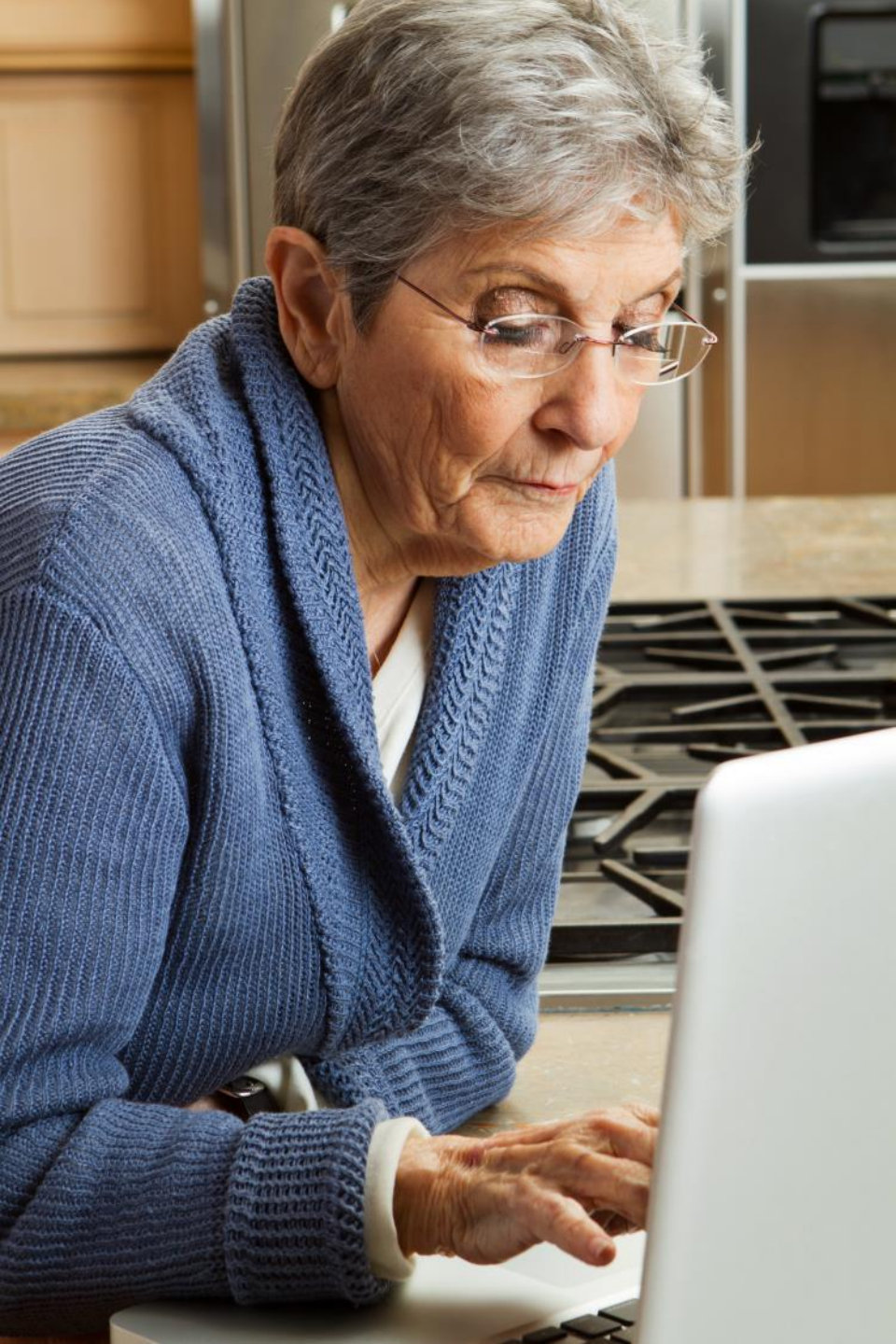
Hospital Programs and
Associations



Specialized Volunteer Management Training

Volunteer
Toronto





Demographics

44% of Canadians volunteer their time.

Canadians aged 55 and up are the least likely to volunteer, but when they do, they give the most time.



Why is this information useful?

Take a look at the people in your community. Consider how you might use high school volunteers or create lasting relationships with older volunteers willing to give more time.

Course objectives



Identify areas of strength and areas of growth



Express different roles of volunteer managers and auxiliaries



Apply recruitment and screening techniques to attract more youth volunteers



Demonstrate the value of building a case for support to increase capacity



Increase your confidence in your volunteer management knowledge

Knowledge
Self-Assessment

Today's Workshop

Part One

Role of Volunteer Managers and
Chairs

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Part Two

Recruiting and Screening Youth

Break

Part Three

Building a Case for Support

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Part One
Role of Volunteer Managers
and Chairs

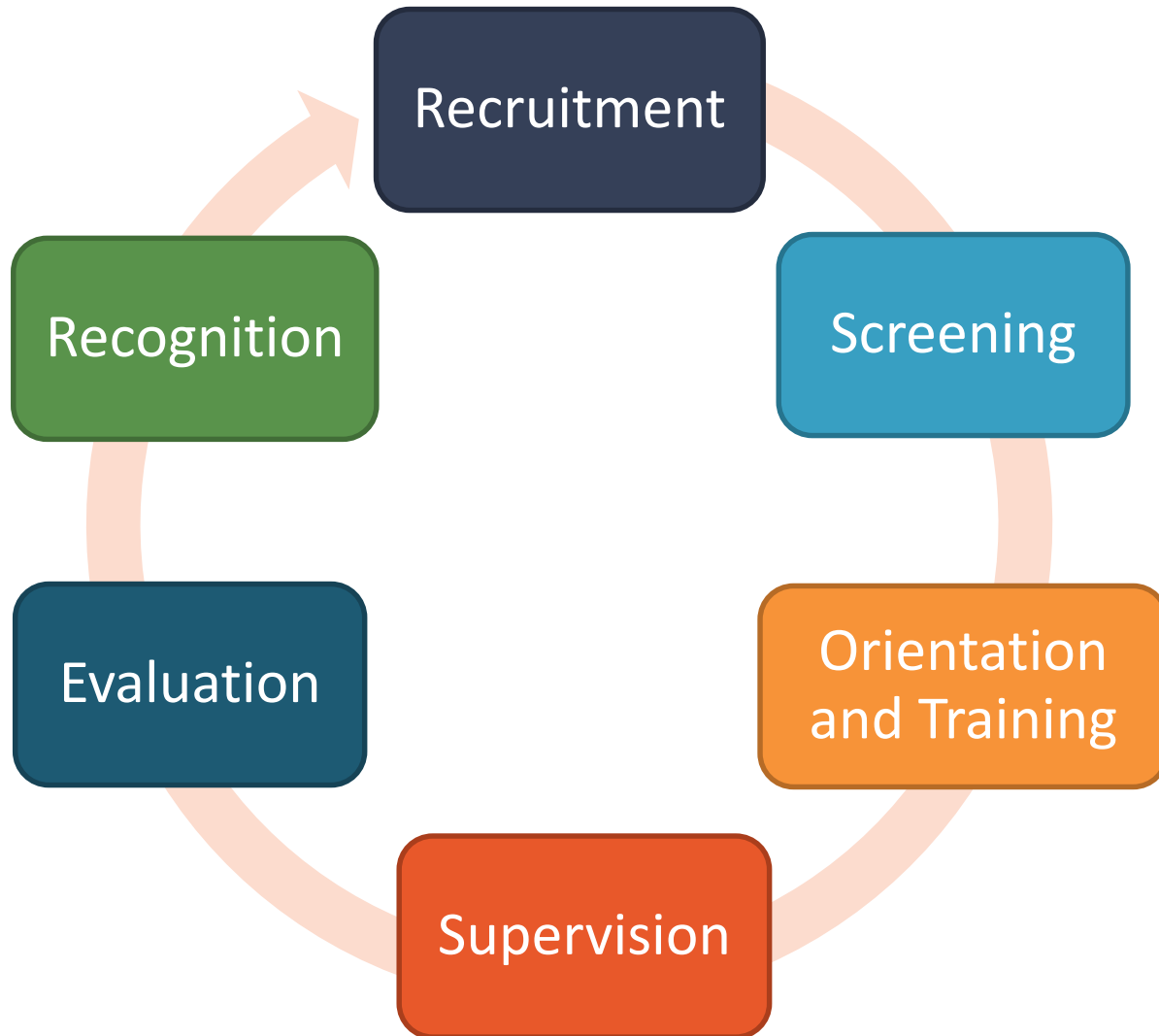


What is a volunteer manager?

Someone responsible for coordinating, recruiting, supervising and/or leading volunteers

One or more people fill this role fulfilling a variety of functions

Volunteer management cycle



Different roles in hospitals

- 1 Volunteer Manager
- 2 Auxiliary/Committee Chairs
- 3 Staff



Who does what?

Read the scenario in your group, and answer these questions:

1. What is the actual issue?
2. Who is responsible for dealing with the issue?
3. What would the next steps be?





Supervision

- ✓ Overseeing volunteer tasks – are they doing the work correctly? Are they meeting their requirements?
- ✓ Consider who can be successful with less oversight, who should be involved with discipline
- ✓ Keep an eye out for leadership volunteers to take on supervision roles in the future

Support for chairs



Give chairs the materials and training they need to succeed: position description, turnover notes, training on discipline, project coordination, risk management



Have systems in place to support chairs and auxiliary committees: staff contact, drop-in time for questions, rules, by-laws and guidelines in place



Case study: Lakeridge Health

Challenge:

Desire for a single volunteer management process but multiple sites and committees

Solutions:

Create relationships between staff (volunteer manager) and committees to create consistencies
For example, ensure auxiliary chairs are part of the screening process



Case study: Lakeridge Health

Challenge:

Volunteer manager not always on site to deal with issues

Solutions:

Performance issues tackled by auxiliary leadership

Policy issues addressed by volunteer manager

Training volunteers



Important
Training

Value of
Training



Interesting
Methods

Who is
Involved?



Support for training

Volunteer Type	Topic	Format	Source or Partner
All volunteers	<ul style="list-style-type: none">• Facility information• Organization history• Privacy legislation• Accessibility	Online? In-person?	Work with other health organizations
Client care volunteers	<ul style="list-style-type: none">• Health and safety• Client demographics• Specialized training• Client care rules		Work with local long-term care home for palliative care, etc.



Part Two Recruiting and Screening Youth

Working with youth

Myth

Youth volunteers are good with technology so they should have tech-based roles

Myth

Youth volunteers only give 40 hours then disappear

Myth

Youth volunteers are only interested in socializing

Myth

Youth volunteers spend all their time on their phones

Good recruitment practice

Give yourself time!

Promote the role, receive applications, follow the screening steps and waiting for police checks



Defining best fit for volunteer roles



Abilities



Experience



Knowledge



**Learning
opportunity**



Potential

Promotion

Youth Challenges

- 40 hour requirement
- Other commitments and limited availability
- Access to transit or vehicle

How do you promote?
Is it successful?

Outreach

- Connect with high schools
- Places popular with youth
- Social media
- Youth-led programs, councils





Case study: Lakeridge Health

Focus on evening, weekend and summer shifts, promote with social media, posters in schools, friend referrals

Set clear expectations of who oversees student placements

Discover motivations through application and interview, verify enthusiasm in the orientation



Case study: Lakeridge Health

Passing on knowledge to youth volunteers, new shift options outside of weekday hours

Volunteers shift into more auxiliary work, create more opportunities throughout the hospital

Use real-life scenarios to assess fit and give candidates a chance to demonstrate understanding of boundaries

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Break!

Screening steps for youth



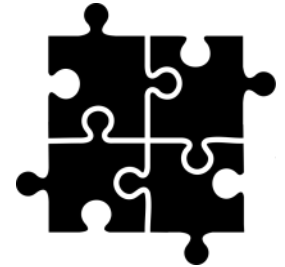
Resume



Interview



**References
and Police
Check**



Mentorship



Screening for retention and best fit

- ✓ Align volunteer work with their motivations
- ✓ Use face-to-face interviews to assess skills they'd use with clients
- ✓ If you request a police records check, don't allow the volunteer to begin until you see their check



Recruitment and screening

Read the scenario in your groups and discuss

First ask: what's the problem or issue here?

Scenario 1

How do you recruit and screen effectively to find the right volunteers?

Scenario 2

What can you do to ensure interviews are successful for youth?

Seasonal recruitment

Fluctuations in volunteers around school semesters and breaks

Help youth volunteers grow into their roles – try creating a social environment to keep volunteers engaged!



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Part Three
Building a Case for Support

Getting buy-in

Tip 1

Express the value and importance of volunteers through social accounting and impact evaluations

Tip 2

Building capacity:

- ✓ Grow your volunteer program
- ✓ Overcome resource issues
- ✓ Increase what your organization is able to do

Tip 3

Set up a clear structure of oversight

Tip 4

Your volunteer program's future growth is limited only by the potential capacity you can create

Getting support discussion

1. What does it mean to get buy-in for your volunteer program?
2. What kind of support do you currently get for your volunteer program?
3. What kind of support would you like to see?
4. Where can you get this support? Who are your allies?



Advocating and support

Demonstrate the value of your volunteer program year-round

Identify the goals and outcomes of advocating for more support

Share knowledge, skills and volunteers

Determine your allies who can celebrate your successes and impact



Case study: Lakeridge Health

Challenges:

Volunteer manager only based at one location

Building support and getting buy-in

Solutions:

Sharing time and support between sites

Using internal partners to build the case



Case study: Lakeridge Health

Challenges:

Recognition doesn't make it to the volunteers

Role of volunteer manager in auxiliary relationships

Solutions:

Leadership show support through better resources for volunteer program

Prepare volunteers for success with training and the right information

Building the case

Step 1

Who are your advocates and allies?

Who can speak out for you, celebrate your program with you?

Step 2

What is your key goal?

More funding, support, space, leadership, direction, professional development?

Step 3

What will your pitch look like?

Pick 3 elements to highlight, use facts to be persuasive, make points clearly

Who wants to share their pitch?



Your ongoing role:

Serving your organization's mission



Resources

- Achieve Ontario
- SPARK Ontario
- CNIB
- Hot Docs International Documentary Film Festival

CANADIAN CODE FOR VOLUNTEER INVOLVEMENT



VOLUNTEER
BÉNÉVOLES
CANADA



The Canadian Code for

Volunteer
Involvement

The Canadian Code for Volunteer Involvement



volunteer.ca/ccvi

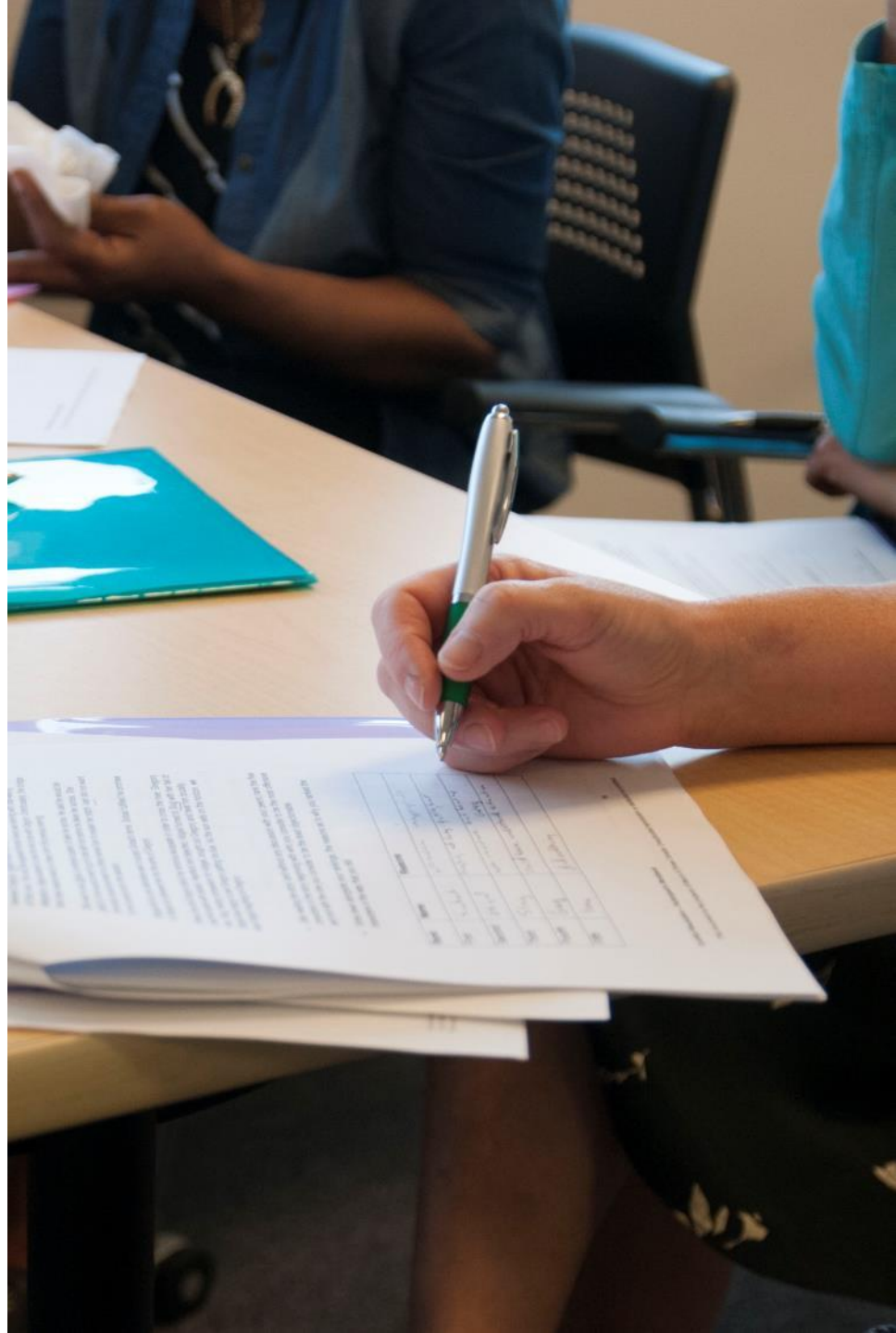


10 Standards of
Volunteer
Management

volunteer.ca

For more support

- ✓ Connect with your local volunteer centre
- ✓ Join or build a network
- ✓ Connect with other volunteer managers
- ✓ Revisit these training materials
- ✓ Consult available resources
- ✓ Contact Volunteer Toronto:
info@volunteertoronto.ca



“ Youth are vital volunteers who can help your hospital program and association be ready for the future. Give them meaningful work and create great relationships between hospital staff and auxiliaries to ensure your volunteer engagement strategy continues to improve.



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