

Volunteer Management Workshop

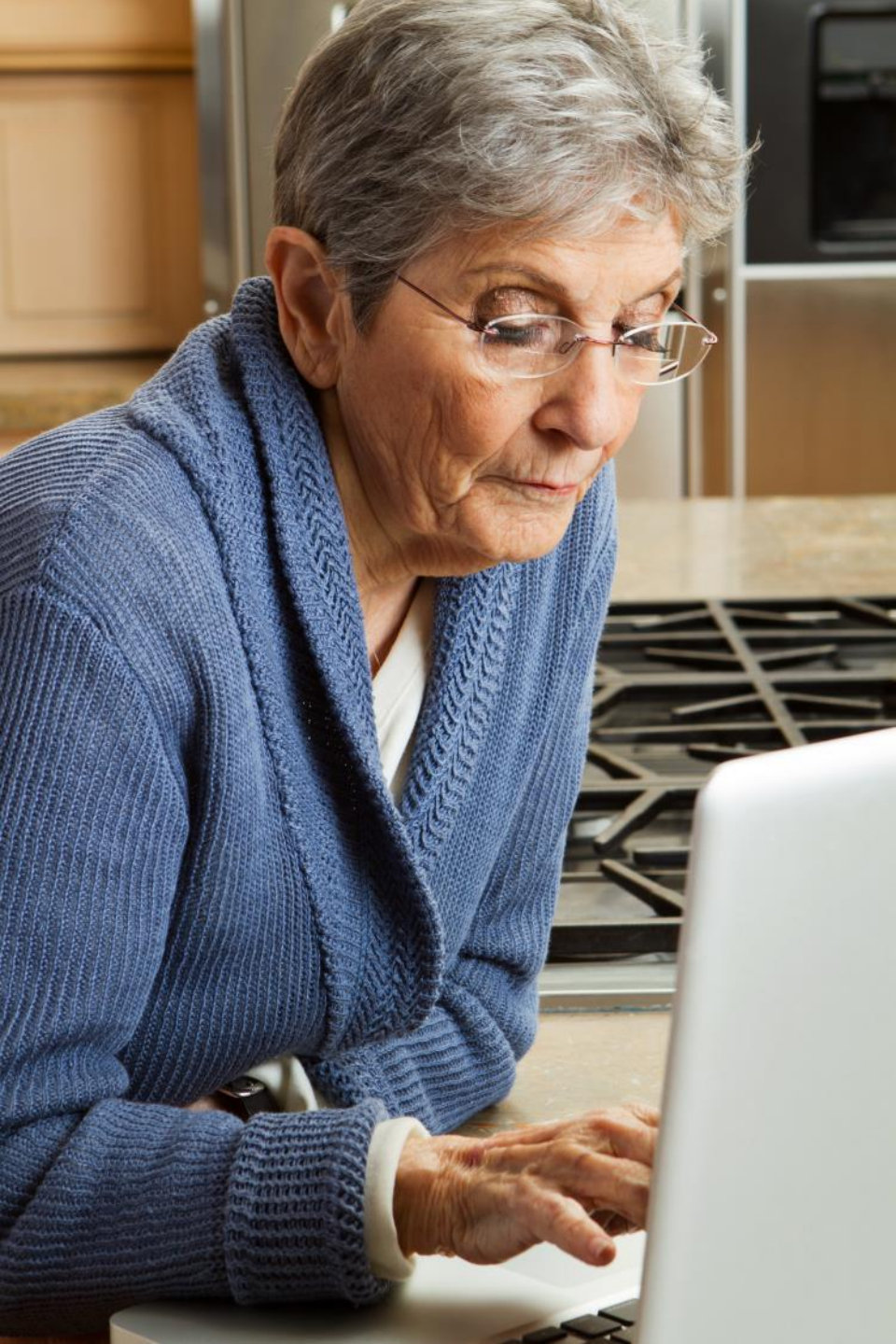
Long-Term Care Homes and
Hospice Programs



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



Create effective volunteer roles and boundaries



Apply recruitment and screening techniques to find the best volunteer fit



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 and Boundary Planning

Part Two

Recruitment and Screening

Volunteer
Toronto

Break

Part Three

Building a Case for Support

Volunteer
Toronto

Part One

Role and Boundary Planning



Importance of planning roles

Start with a title

Determine the duties and activities the volunteer will complete

Note the skills volunteers will need

Managing risk

- 1 What is the risk to the client, organization, or volunteer?
- 2 How can the risk be minimized when recruiting volunteers?
- 3 What can I do to be ready for higher-risk situations?





Case study: Lakeshore Lodge

Challenge:

Unionized environment, create good relationship between staff and volunteers

Solutions:

Ensure staff understand the value of volunteers

Consult with staff on the needs that can be met by volunteers

Case study: Hospice Renfrew



Challenge:

No public transit system and no budget to compensate travel

Solutions:

Partner with local community driving program (volunteer drivers)

Offer free parking

Role planning discussion

1. What are the major risks in your volunteer roles?
2. What challenges have you encountered when planning roles?
3. What barriers have you encountered when engaging volunteers?
4. Have volunteers broken boundaries in your organization? What happened? How did you respond?

Role planning challenges



Travel
Distance



Training



Keeping
Interest



Working
with
Seniors

Building attractive volunteer roles

Step 1

Unique training

Emotional
connections

Short-term options

Step 2

What would draw
candidates in?

What would cause them
to lose interest?

What would be their
personal or professional
goals in applying to this
role?

Step 3

Develop new skills

Flexibility in
opportunities

Boundary types

Physical

Personal space, touching without consent, inappropriate physical interactions

Emotional

Calling names, labelling, speaking negatively, focusing on emotions, romantic elements

Mental

Making decisions for others, telling them what to think, unsolicited advice

Ethical

Helping too much, not improving wellbeing, inappropriate relationships with others

Effective boundaries

- ✓ Start with the risk in the role – why would breaking the boundary be a problem?
- ✓ Acknowledge boundaries in orientation and throughout their engagement
- ✓ Follow the right steps if a boundary is broken, including performance coaching or dismissal



Creating boundaries

Role

Friendly visitor

Relationship

Client Staff Other Volunteers Manager

Boundary Type

Physical Emotional Mental Ethical

Risk

Physical contact could violate personal space, physical wellbeing, medical condition or more, causing harm to client

Volunteers cannot/are not allowed to
Touch clients or enter their personal space



Part Two Recruitment and Screening



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

Physical

Flyers, signage, posters
Word of mouth
Schools, community spaces,
religious institutions

How do you promote?
Is it successful?

Digital

Social media
(e.g. Facebook, Instagram)
Your website
Spaces popular with youth





Case study: Lakeshore Lodge

Use a “What’s In It For Me” statement to lay out what volunteers will gain (and how it will connect with their goals)

During interviews, Lakeshore Lodge looks for communication and client care skills

In orientation and training, use concrete examples to share the value, impact and importance of volunteers to your work

Case study: Hospice Renfrew

Use vulnerable sector police checks

Provide general orientation,
Hospice and Palliative Care training
and Bereaved Family training

When turning down volunteers,
make sure they don't leave
discouraged



Volunteer
Toronto

Break!

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



Screening steps



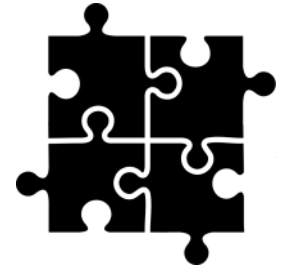
**Application
Form**



Interview



**References
and Police
Check**



**Orientation
and
Mentorship**



Target audiences



High
School
Youth

Newcomers



Seniors

Adults



Addressing motivation from the beginning

Find out what motivates volunteers and what might keep them interested

This knowledge can be useful in continued retention practices



Seasonal recruitment

Fluctuations in volunteers around school semesters and breaks

Increase access to volunteering overall





Staying connected

Find the right volunteer fit from the beginning, celebrate their motivations through sharing the impact of their work and keep them motivated and engaged!

Volunteer
Toronto

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: Belvedere Heights

Challenges:

Getting buy-in from across the organization

Building partnerships in the community

Solutions:

Getting a seat at the planning table

Work with local communities of practice and networks



Case study: Hospice Care Ottawa



Challenges:

Lack of support for staff in managing volunteers

Getting senior leadership on board with volunteers

Solutions:

Orientation for new staff who engage volunteers, addressing issues, acknowledging volunteer impact

Invite volunteers to speak at board meetings, attend town halls

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

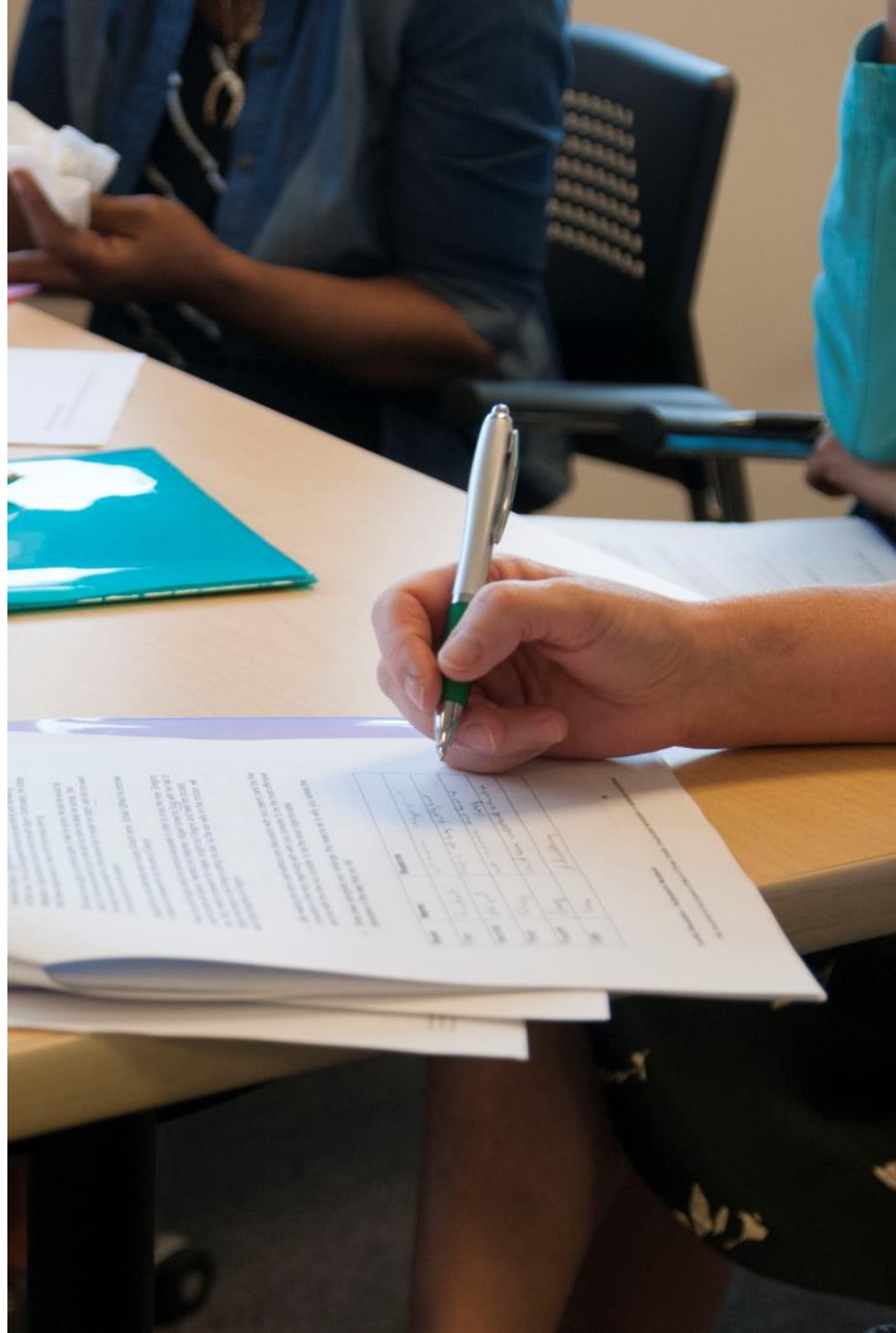


10 Standards of
Volunteer
Management

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



“ No matter the mandate, long-term care homes and hospices can create volunteer programs that attract the right volunteers, keep them motivated and empower them to be a vital part of the organization’s growth into the future.



Volunteer
Toronto