

Volunteer Management Workshop

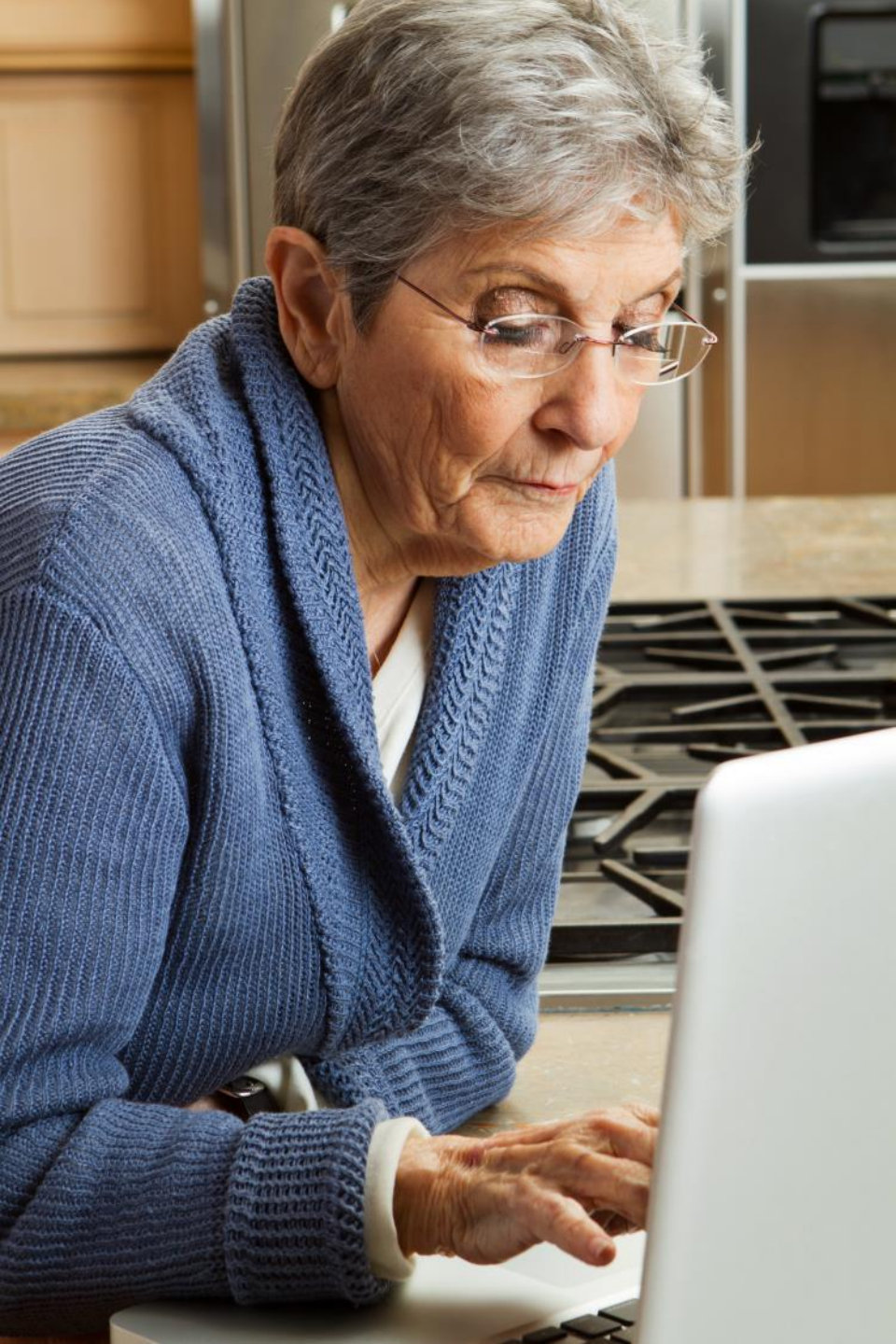
Mentoring Programs



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



Establish structures for a successful volunteer mentoring program



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

Setting up for Success

Part Two

Recruitment and Screening

Break

Part Three

Building a Case for Support

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Part One
Setting up for Success

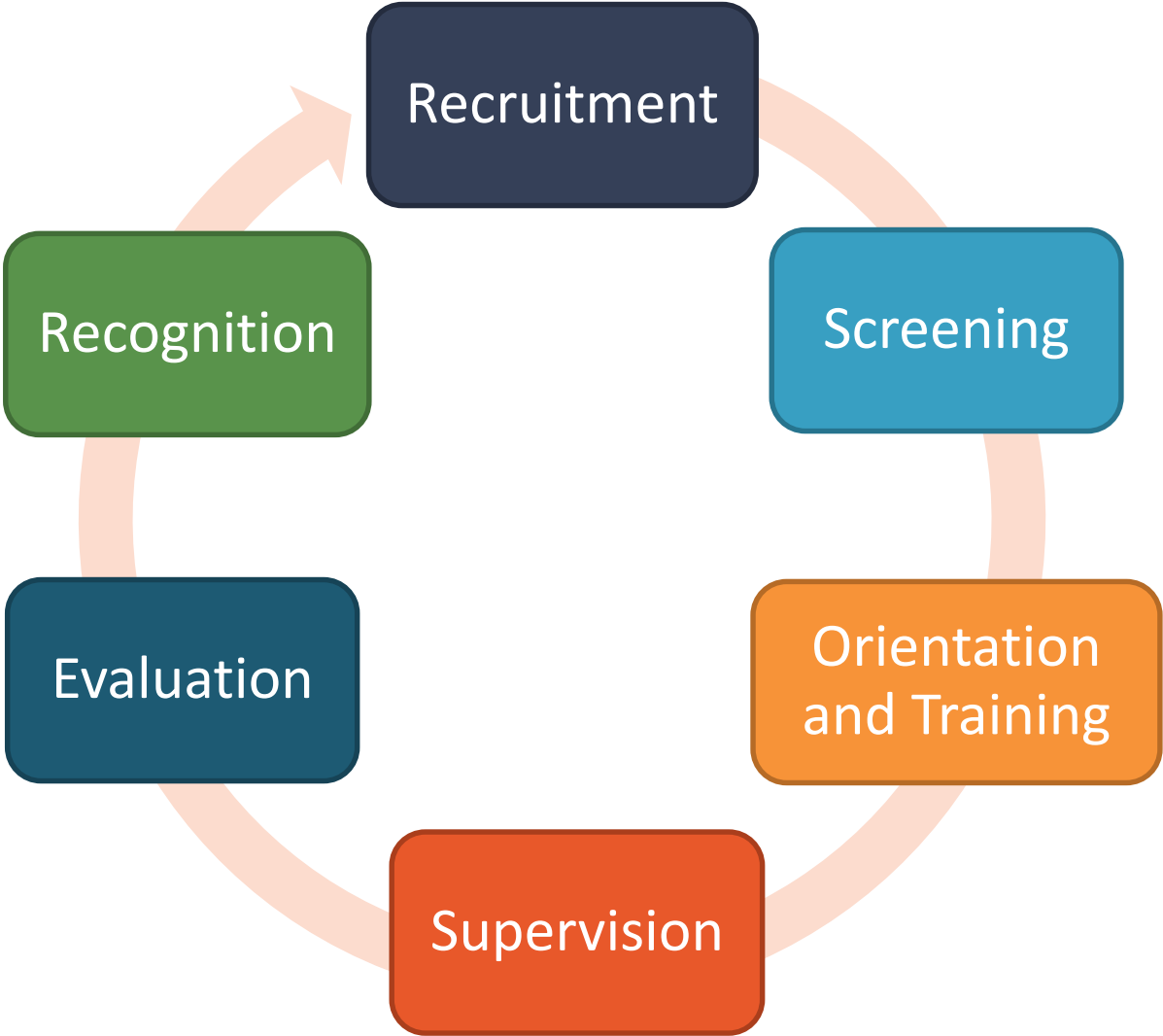


Knowledge of volunteer management

Volunteer manager responsible for coordinating, recruiting, supervising, leading volunteers

Shared responsibility among multiple people (staff and volunteers)

Volunteer management cycle



Great volunteer programs

- 1 Determine where you want to draw your volunteers from – professional careers, school programs, past mentors
- 2 Create a timeline: when you need volunteers, when they should be trained, timing for the match, etc.
- 3 Increase motivation through strong orientation and training
- 4 Consider volunteer distractions and adjust supervision, have a consistent reporting structure



Volunteers as leaders and managers

Mentors are leadership volunteers with unique responsibilities and skills

Existing and past mentors can help lead the program

Identify the right volunteers to take on leadership roles and create a transition structure



Mentorship management

- ✓ Who manages the mentorship program? How does it work?
- ✓ How will mentors and mentees connect? Who will assess connections?
- ✓ How long will mentors and mentees stay connected?
- ✓ What's next for volunteers?

Off-site Supervision

Make it clear how monitoring of the relationship will work

Determine and minimize risks around location, supervision

Provide guidelines: reporting, check-in, feedback

Stay in touch – keep everyone updated

Establish and reaffirm trust in the volunteer



Case study: Big Brothers Big Sisters

Monitoring includes in-person meetings, phone calls, e-mails

Follow-up with new volunteers more often, ensure new matches get extra attention

Address risk by training mentees and families on boundaries, using scenarios for mentors to anticipate issues and provide adequate monitoring

Case study: Big Brothers Big Sisters

Monitoring includes in-person meetings, phone calls, e-mails

Ensure everyone stays in contact, put relationships on hold if there is an issue with communication

Try to match mentors with mentees in same area, use local partners for space



Setting up for success discussion

1. What would make your program successful?
2. What supports do you need to make your mentorship program work?
3. What challenges have you encountered in your program?
4. What impact has your program had so far?

Planning for feedback

1. Setup your plan for providing feedback
2. Provide ongoing informal feedback as the relationship develops
3. If a volunteer needs improvement, plan your performance coaching process



Support systems



Partners

Impact and Value



Defined Support

Limited Resources



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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: Big Brothers Big Sisters

Target recruitment in areas of need,
such as skills or identities

Follow national standard for
screening, use a “Fitness to
Mentor” checklist

Allow mentor and mentee (and
their family) an opportunity to
approve the match



Case study: Big Brothers Big Sisters



Connect with the community and local organizations to spread the word for recruitment needs

Follow national standard for screening, use a “Fitness to Mentor” checklist

Use a map to determine waiting mentees, arrange a pre-match meeting

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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



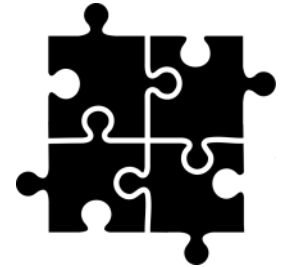
**Application
Form**



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!

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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

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: Big Brothers Big Sisters

Challenges:

Create a more efficient program
Building partnerships in the
community to address gaps

Solutions:

Open to experimentation, placement
students focused on technology
Share knowledge, skills, build
resources together, find new
audiences



Case study: Big Brothers Big Sisters

Challenges:

Provide effective volunteer recognition

Build relationships with funders and supporters

Solutions:

Provide free tickets to sports matches, host connection events, provide letters from politicians

Celebrate success and impact of volunteers, show how resources are put into action



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

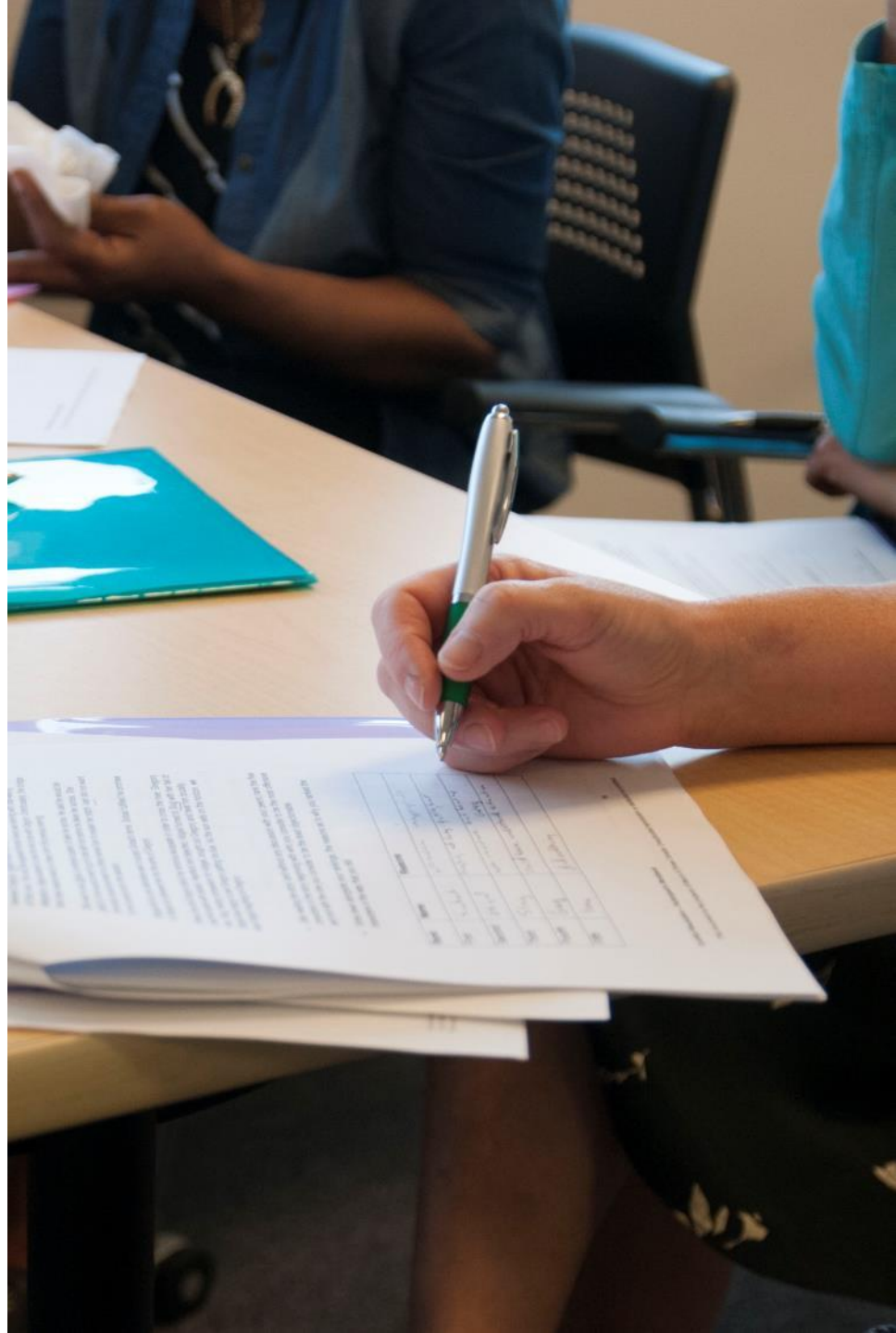


10 Standards of
Volunteer
Management

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



“ Mentorship programs rely on a great volunteer management process and finding the right fit for your mentors and mentees. You have an opportunity to recruit great volunteers from the beginning and create relationships that will grow into the future.