

Success with Volunteers

If you are a volunteer, you're in good company. More than half the U. S. A. population volunteers; that's more than 100 million volunteers—giving more than 19 billion hours—valued at more than \$150 billion dollars. (Source CASA training)

1. How to find volunteers

Ask. Throw out a big net *and* use individual “hooks”. Make personal individual invitations and use general, “get the word out” e-mails and newsletters. Share stories of happy volunteers in your newsletters to inspire the volunteer to want to join.

2. How to match volunteers well

Listen to the story of the volunteer. Invite the volunteer to use his gifts and talents. Match volunteer time availability, skills and interests with needs of org. Get something on the ground—start small—build success

3. How to initiate the volunteer

Orient to your organization. Share your mission and provide an overview or big picture of your work.

4. How to communicate

Be clear about the role, timeline, responsibility of the position. Listen to the volunteer's statement of their expectations.

5. How to keep a volunteer *and* get the job done.

Engage the volunteer with your work to build commitment—a sense of belonging. Make good use of their time. Be organized. Keep the communication loop going until a goal is met and job is done.

6. How to develop a volunteer

Give space to grow. Be alert to new opportunities for volunteers—connections to other people or activities in the organization. Include the volunteer in fundraising and capital campaigns. Gifts of all sizes welcome. Give the volunteer more leadership opportunity. Train. Trust. Support. Encourage.

7. How to appreciate your volunteer

Thank. Thank. Thank. Face to face with a smile. With a handwritten note, an e-mail, a phone call. Publically in newsletters and other publications. Place a photo or “spotlight” in a newsletter. Breaking bread together is good, but watch for encroaching on personal time.

8. How to recycle volunteers

Allow freedom for people to move closer and farther in the concentric circles of involvement. Change is good.

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(Permission Granted for Posting and Distribution 9-2008)