

Tip Sheet **Volunteer Management** **& Planning**

How to Use This Document

This is an accumulation of best practices and ideas that we have found helpful when planning for a volunteer event or program. These tips should be used as a starting point and customized based on your organization's cause and values.

Tip Sheet Volunteer Management & Planning

Design the Role/Project Development

- Site visit
- Consult with staff to assess where there are potential opportunities
- Consider the size of the group
- Identify desired impact
- Determine availability/operational hours/full day or half day project?
- Skills required/group abilities
- Are there any additional materials or supplies that are required; what is that cost?
- Develop a breakdown of information for the volunteers: directions, agenda, activities, clothing to wear, availability of food/drinks, what to bring, parking etc.
- Prepare waivers for the volunteers to sign
 - Photo Release, Safety Waiver, Confidentiality Agreement, Food Allergies, etc.
- Confirm with the group a day or two before (if the project is outdoors, you may want to consider planning a rainout date)

Manage the Project – Day of

- Welcome and greeting
 - Talk about the cause of the organization, the history of the organization and how they are making an IMPACT
- ALWAYS provide training specific to the role, even if it is brief
- ALWAYS provide an orientation (short and high-level) which will help establish a relationship with the group and expectations of each other
- Safety Training - most employee groups are office-bound; Remind them to drink water, lift from the knees, rest, wear sunscreen, etc; make them aware of working conditions that are different from their day-to-day
- Always have a muster point in case of an emergency
- If any volunteers will be working with dangerous tools (saws, drills, ladders, etc.) do a specialized orientation and agree on a plan for monitoring the safety of those volunteers
- Housekeeping/Logistics – identify a point person for the day, let them know where washrooms, water and lunch are available
- Thank the volunteers and link their work to the impact they are making, invite them to become involved in the future (volunteering, funding, etc.)
- Provide business cards or contact information
- Take pictures!

After the Event

- Provide formal recognition to the volunteers
- Ask for feedback
- Provide a summary of the outputs and outcomes of the work they did
- Evaluate the success of the project
- Send additional information to remind them of the opportunities available to be involved with your organization on a continuous basis