VolunteerMatch Learning Center

Time Management for Volunteer Coordinators: Putting Volunteers to Work to Help YOU

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Does your library want you to be a leader of volunteer engagement, or a do-er of volunteer engagement?

What could volunteers do?

- What does your volunteer engagement look like now?
  - Hamster wheel - same tasks again and again
  - Not enough time to think strategically - seasonal or annual events "sneak" up on you
  - Volunteers work in a handful of positions
- What could it look like if you delegated and engaged volunteers to make your strategic plan a reality?

How can volunteers help?

What activities do you do now that could be delegated?

- Recruitment plan and communications

- Program foundations or core components

- Interviews and screening - create Placement Counselors or Talent Scouts

- Relationship building and recognition activities

Create a strong foundation

If you can't document what needs to be done you can't delegate or validate the work.

- Position descriptions

- Authority and responsibility continuums

- Policies and procedures/Handbook

- Comprehensive screening practices

- Initial and ongoing training

- Evaluation

Practice delegation

Whether you're delegating to paid staff or volunteer staff remember to:

- Let go without checking out

- Practice 'I do, we do, you do' supervision

- Use an authority/decision making continuum - RACI or similar

- Share your knowledge – help others successfully engage volunteers

- Trust but evaluate

Create the right team

Find the volunteers with the passion and the skills

- Be selective
  - Not everyone will be the right fit. Start with the great volunteers you know you can work with.
- Look for the skills/experience you need
  - HR consultants, hiring professionals, organizational structure specialists.
  - Screen them as if you were going to hire them!

Create the right team

- Be clear about your vision
  - If you don't know where you're going - no else will
- Let go, but don't check out
  - Build in evaluation and check in points to ensure you're supporting your team
- Be honest about what's working and what's not
  - Feel comfortable having those conversations. Learn to say and hear no.

Leading Volunteers

Where are you opportunities to lead with service?

- Mission-driven, in service to all stakeholders - internal and external, part of a larger community.

- How can you lead within your organization?

- Within in the volunteer engagement space?

- Within the nonprofit space?

- Beyond?

Define Your Leadership Skills

Where can you build additional skills?

- What does leading volunteers prepare you for?

- What goals and opportunities do you have?

- What can you say "yes" to and where can you say "no"?

- What additional outlets are you looking for?

Set yourself up for success

- Invest in yourself - "pay" yourself first

- Be clear about what you need for your accountabilities and responsibilities

- Become your own advocate and gatekeeper

- Where are the barriers – Are you your own barrier?

- Help others see the value in what you do

Things to think about

- You don't have to change everything right now
  - Start small or with the steps that feel easier
- Invite volunteers to take on leadership roles
  - Look to the volunteers that are already in those roles, or have naturally taken on more responsibility
  - Invite your superstar volunteers to take the lead
- Share your impact and successes with the organization
  - Manager, leadership, co-workers and, of course, the volunteers!

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Thank you!

Resources

CCVA Body of Knowledge and Competencies Framework

https://cvacert.org/wp-content/uploads/2021/07/CCVA-Body-of-Knowledge-and-Competency-Framework.docx.pdf

Practicing What We Preach: Volunteers Helping Us, Too

https://energizeinc.com/hot-topics/2012/october

VolunteerMatch's Learning Center

http://learn.volunteermatch.org/

Thank You!

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