



# PSSST - I'VE GOT A SECRET

Joani Shaver, Blount County Office on Aging

# A LITTLE ABOUT ME

- Big Brothers Big Sisters in Upper Michigan (I'm a Yooper!)
  - High Five Mentoring
- Community Caregiving Coalition in Flagstaff, Arizona
  - VanGo Transportation
- Bennion Service-Learning Center in Salt Lake City, Utah
  - Partners in Service-Learning
  - Projects within community partner agencies, utilizing students as part of class and working with faculty to design the experience
- Blount County Office on Aging
  - SMiles
  - Savings CheckUp

# GOALS FOR THE HOUR

- Sharing ideas
- Planning for volunteers
- Developing volunteer positions
- Recruiting the right people
- Training & management
- Retaining volunteers



# PLANNING: THE CRITICAL ELEMENT

- Involve all staff
- Connect mission to volunteerism
- Emphasize benefits & unmet needs
- Overcome obstacles & negative opinions
- Bring in the *big guns*, if needed
- When to give up... (timing is everything)

# DEVELOPING THE POSITIONS

- Specific tasks that meet needs volunteer could fulfill
- Written job description, including one specific supervisor
- Training
- Communication
- Coaching & mentoring
- Rewards
- Would you do this job along side a volunteer?

# TRAINING IS ESSENTIAL!

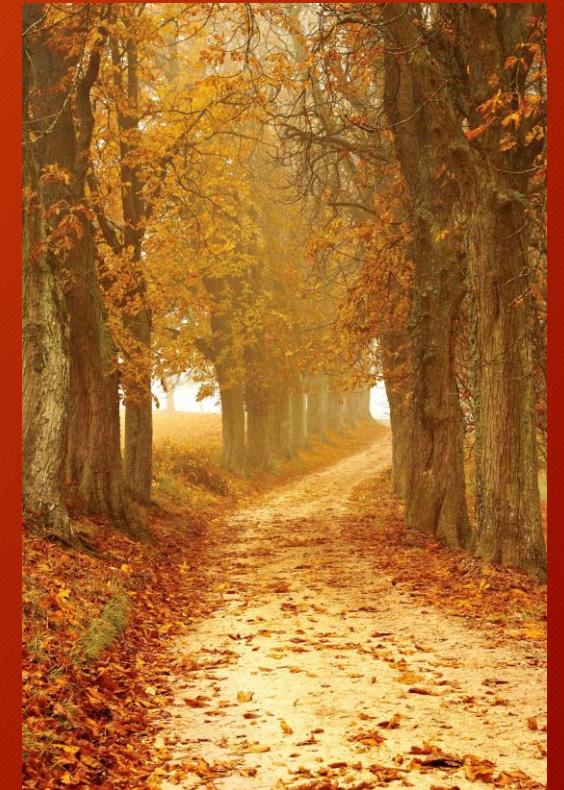
- Make it fun!
- Reiterate expectations & need
- Recruit current volunteers & staff to assist
- Organize: paperwork, photos, interviews
- Review policies & procedures - not too many
- Set volunteers up to succeed
- Explain what happens next

# MANAGEMENT IS ESSENTIAL, TOO!

- Volunteers treated as unpaid staff
- Keep focus on need being met
- Make it convenient
- Connect volunteers to one or two staff
  - Willing & available to help when needed
  - Happy and committed to helping them
- Regular & (primarily) upbeat communication

# MORE ABOUT VOLUNTEER MANAGEMENT

- *Protect* volunteers to retain them
  - Especially guard their time
- Keep volunteers *informed*
  - Changes in policies or personnel
- Ask volunteers for *input & advice*
  - Not just surveys, conversations
- Make it *convenient* to volunteer
- *Empower & value* by words & actions





# RETAINING IS (relatively) EASY WHEN...

- The need for the job is emphasized
- Recipients of service are appreciative
- The volunteers are well-trained & supported
- The staff is available & eager to solve any problems
- Communication flows both ways

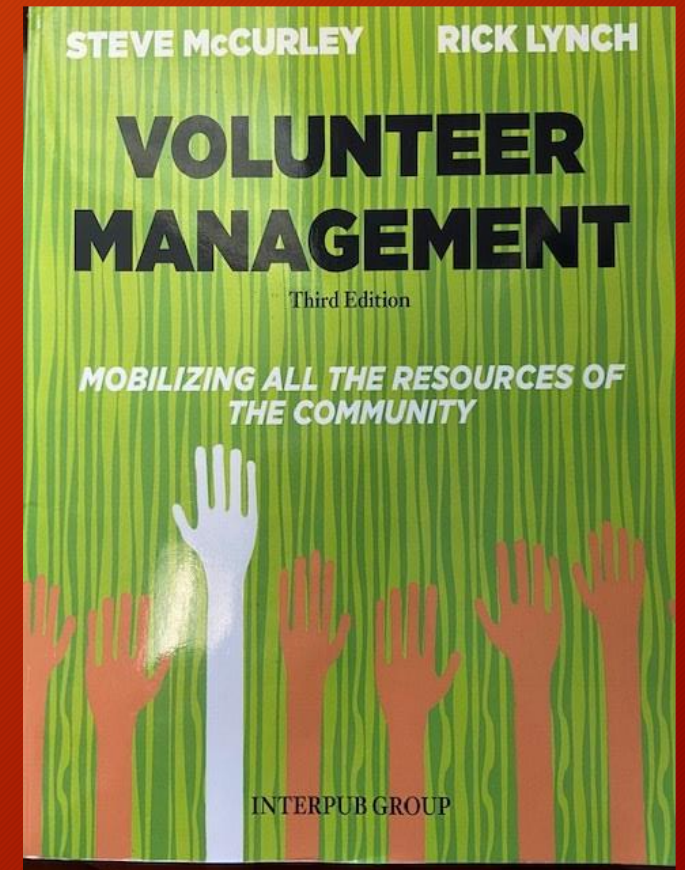
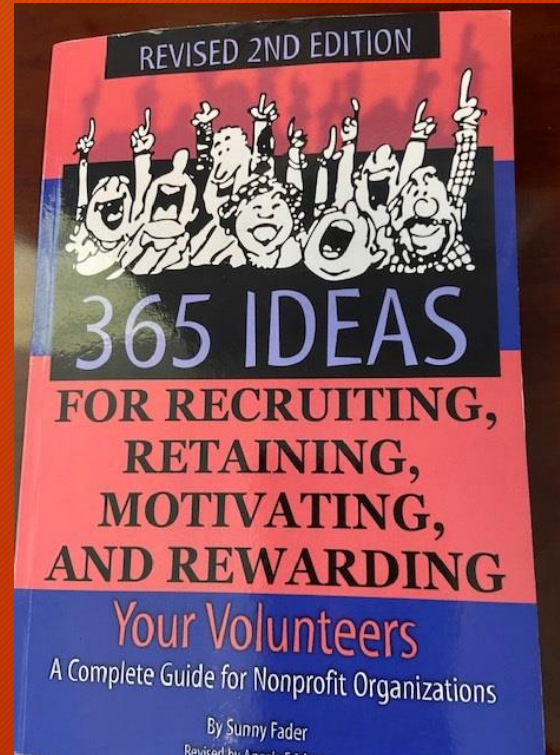
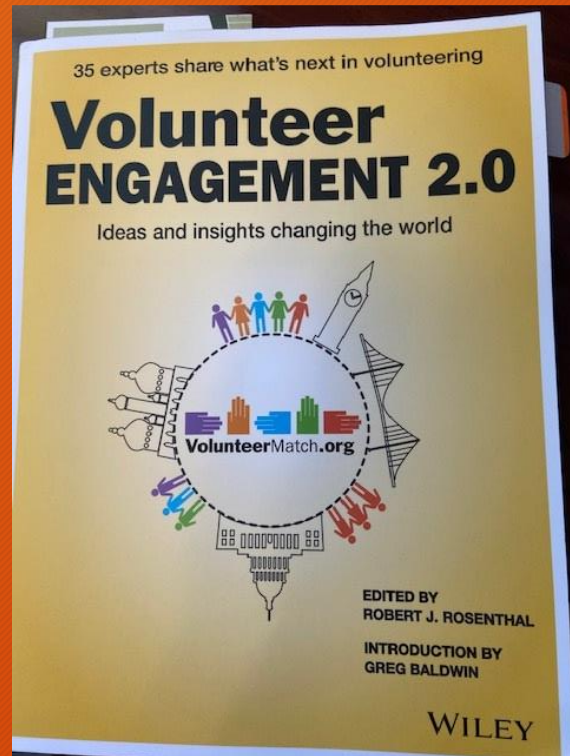
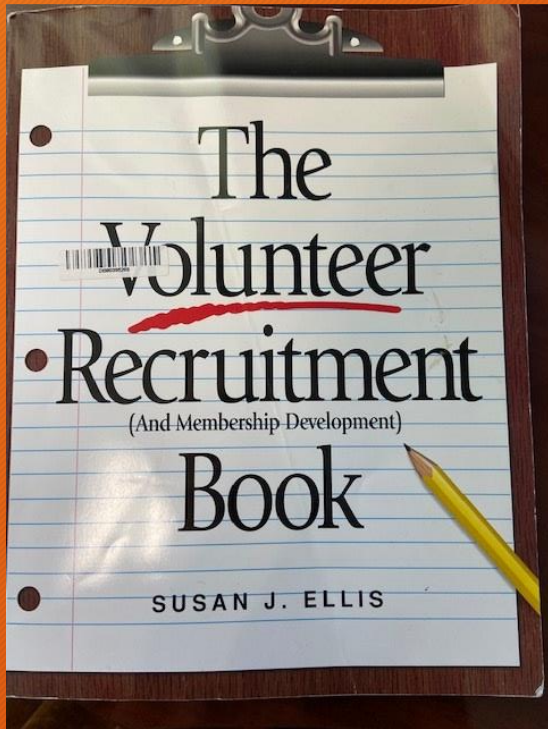
## AND RETAINING IS ALSO EASY WHEN...

Staff, volunteers, and those being served develop relationships that are personal, positive, supportive and genuine

# AND RETAINING IS ALSO EASY WHEN...

- A firm foundation has been built underneath the program that is using volunteers
- Rewards are valuable and appreciation is plentiful
- You take the needs that volunteers can fill seriously
- Your program/office/agency is in total control of the volunteer experience!

# RESOURCES



# CONTACT INFORMATION

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