



Volunteer Management

Sheva Tauby, Co-Director, iVolunteer
www.ivolunteerny.com
(646) 461-7748

Definition: making the most of every moment when in contact with volunteers and while in the office.

- **First training** must accomplish: personal attention and affection, appreciation for joining the program, talk about importance of volunteering for the cause, seriousness of commitment, discussion of real dilemmas that may arise, encourage them to be open with you (by being open with them), discuss any paper work they need to send back.
3 month follow up meeting should be scheduled at the initial training.
- **Respond** to their emails and reports back online.
- **Party** or get together 3 times a year. Try to give volunteers personal attention at the event.
- **Meet** for lunch or dinner when it works with both of your schedules.
- **Promote** a team feeling. Get volunteers to recruit other volunteers and give trainings.

“Charities that use volunteers to recruit other volunteers have higher retention rates. Having volunteers represent the charity implies trust, evidence of a positive organizational culture, and confidence that the charity provides a worthwhile experience for volunteers.”

-Urban Institute:USA Freedom Corps.

“Volunteer management capacity is a function of two things. One is staff support. The other is the adoption of relevant administrative practices necessary for the effective management of volunteers.”

-Urban Institute:USA Freedom Corps.