

**S.T.A.R. Volunteer
Management:
*Cultivating Significance***

IYI Kids Count Conference

Tracy Butler

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YOUR TAKE-AWAY...

“We remember 20% of what we are ‘taught’...

We remember 95% of what we teach.”



What We Will Accomplish Today

- √ Remember that Significance is the key to effective volunteer management
- Better understand how to cultivate significance:
S.T.A.R. Volunteer Management
- Be equipped to conduct a S.T.A.R.'s assessment of your volunteer management practices



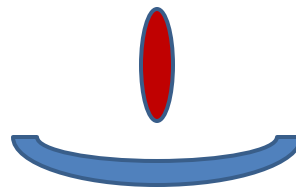
INDIANA: National Leader in Volunteerism

- # of Volunteer Hrs per Resident: 6th/ 50 states
(45.8% of hours per resident)
- Percentage of Residents Who Volunteer: 19th/ 50 states
(30.5% of Indiana residents volunteer)
- 1.5 million Hoosiers volunteered ('06-'08)

- *volunteerinamerica.gov/IN, '06-'08 data*

Why “Significance”?

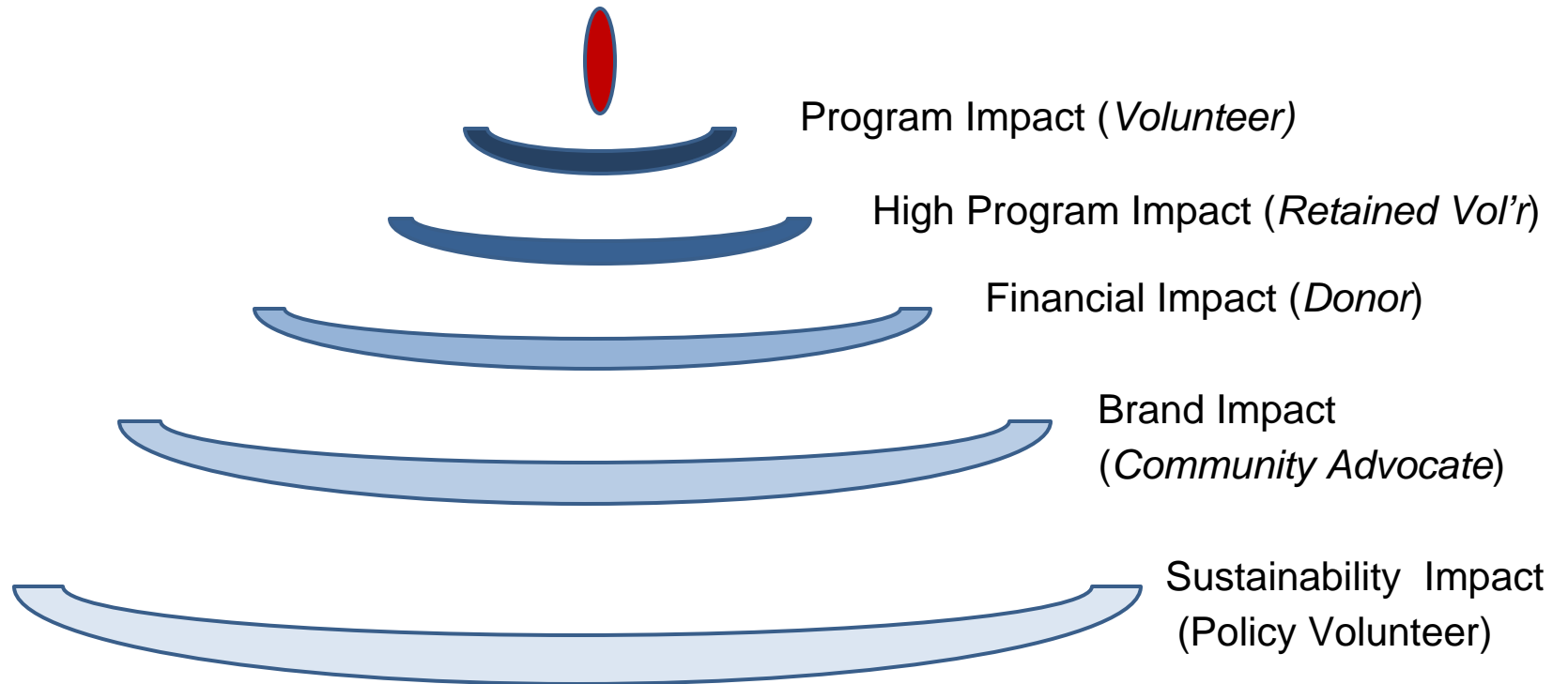
1. Human Significance: People become volunteers, because they want to be significant, they want to have a positive impact



Program Impact

Why “Significance”?

2. Organizational Significance: The more significant a volunteer feels and is within your YSO, the greater the impact will be for your organization





How to Cultivate VOLUNTEER SIGNIFICANCE?

Realize that not all new volunteer applicants will produce significant returns.

Cultivate them anyway.



S.T.A.R. Volunteer Management

SELECTION

TRAINING

ACCOUNTABILITY

REWARDS



SELECTION:

Find the High Performers

1. Clarify your needs, internally
2. Clarify your *hiring* standards – you are not desperate
3. Provide a job description
4. Recruit: put the call out, tell the story, start close to (your YSO's) home, use your own effective practices



SELECTION:

Find the High Performers

5. Screen, Screen, Screen

6. Interview

7. Finish Screening

8. Do a gut check – never go against your instinct when hiring a volunteer



SCREENING VOLUNTEERS

Your Obligation: DO NO HARM

“One in three U.S. nonprofit organizations conducts no background checks on volunteers, and roughly one in eight does no screening at all.”

- *National Center for Victims of Crime, 2008*



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T RAINING:

Teach Volunteers How to be Significant

1. Remember that they are not your paid, professionally-trained staff
2. Be clear by starting with a high bar: Offer training that is not just procedural, but meaningful
3. Don't throw them to the wolves: Include hands-on, shadowing support in startup training
4. Don't disappear: Offer continuing education and support
5. Promote from within: Offer training that deepens their level of involvement and impact

ACCOUNTABILITY:

Monitor Mutual Performance, Retain Only Quality

1. Assign a paid staff person the responsibility of supervising each volunteer within your organization (build into their staff evaluation)
2. Establish a “probationary period”, which ends with a one-on-one meeting to discuss mutual satisfaction, recommendations, etc...
3. Monitor volunteers more (not less) closely than you do staff
4. Establish and follow-through on an ongoing review and quality assurance protocol (e.g. annual performance reviews), tri-annual background checks
5. Dismiss volunteers who are not adding value to your organization (there should be some turnover, if you are focused on standards)



REWARDS:

Ensure a "Payoff" - Recognize & Appreciate

Your best volunteers will be rewarded and retained by what they receive from those who are served.

They will not be involved for the accolades.

Acknowledge their significance anyway.



The S.T.A.R. Assessment

RESOURCES

- VolunteerMatch: www.volunteermatch.org
- Corporation for National and Community Service: www.nationalservice.gov
- Volunteering in America: www.volunteeringinamerica.gov
- Office of Faith-Based and Community Initiative, State of Indiana: www.in.gov/ofcbi
- Indiana Youth Institute: Virginia Beall Ball Library, Youth Worker Cafes, Consulting Services



Tracy B. Butler

trchbutler@sbcglobal.net

317-417-0073