

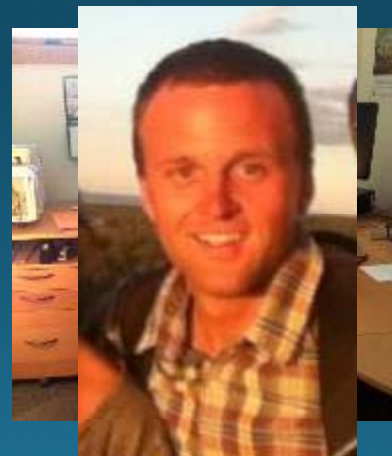
Volunteer Management

Stellar Volunteers and Stellar Volunteer Programs

“Volunteers don't get paid,
not because they're worthless,
but because they're priceless.”
– Sherry Anderson



Jason Frenzel
Volunteer & Stewardship Coordinator
Huron River Watershed Council
Ann Arbor, MI



Dan Myers
Water Resource Specialist
Tip of the Mitt Watershed Council
Petoskey, MI

Agenda

- How to run a successful volunteer program
- How to be an all-star volunteer
- Fun hands-on exercise

Part 1

How to run a successful volunteer program

Why do we involve the community in our work?

- Additional human resources
 - Extended work force
 - Additional expertise
- Increase support of mission
 - Community support
 - Financial support
 - Community change
- Fresh ideas

Types of Volunteers

- Individuals
- Groups
- Subject experts



Why do people volunteer?

Groups

- Team Building
- Service learning
- Community recognition
- Internal goals for service



Why do people volunteer?

Individuals

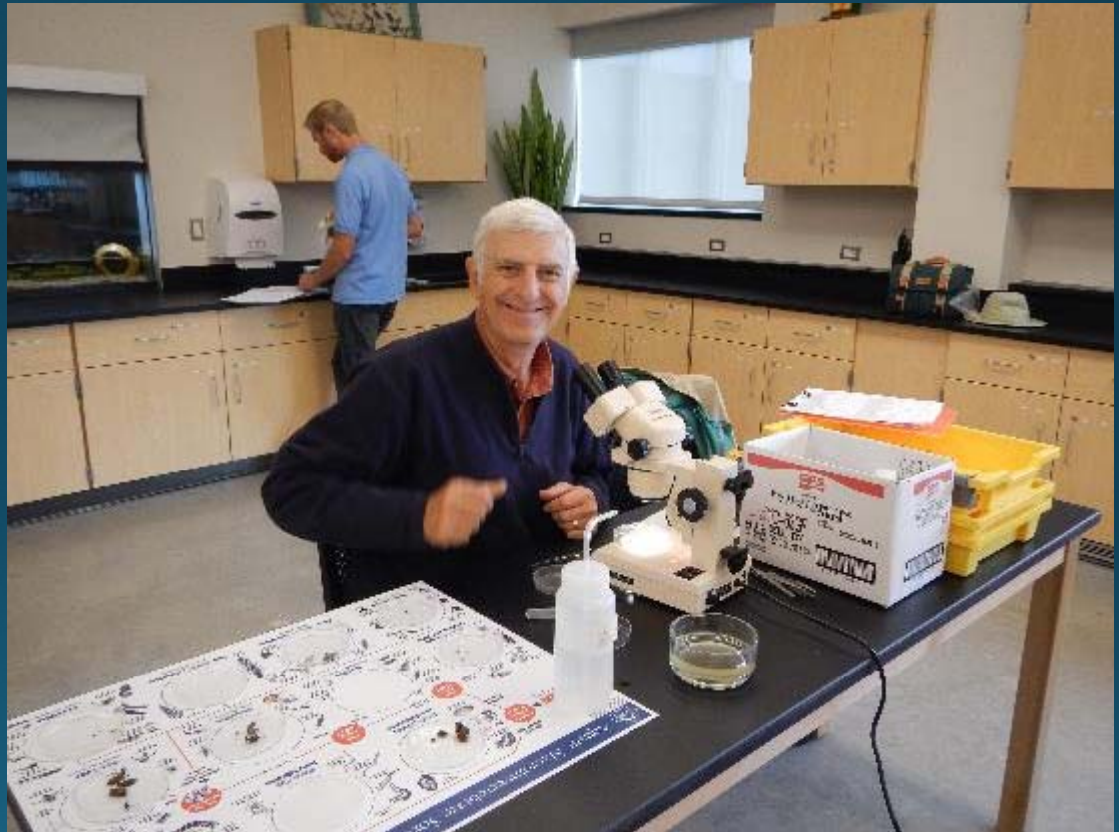
- Impact
- Social
- Learn
- Teach
- Power
- (food)



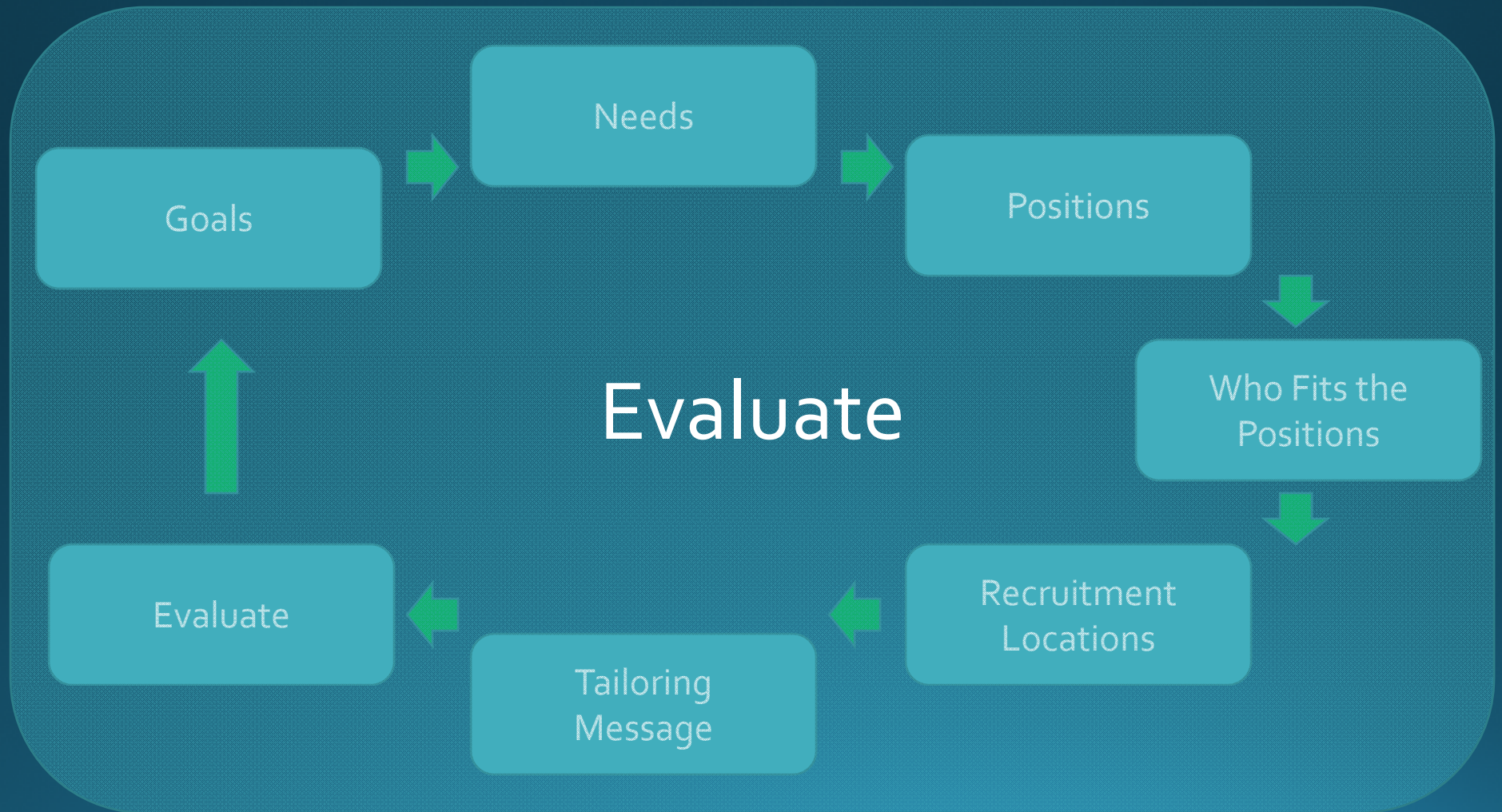
Why do people volunteer?

Subject Experts

- Impact
- Social
- Learn
- Teach
- Power
- (food)



Recruitment Process



Volunteer Recruitment

Your ideas!

Volunteer Recruitment

General Audience

- Post flyers
- Press releases
- Email blasts
- Social media
- Promote on website
- Direct mail/newsletters
- Contact other organizations
- Lasso

Specific Audience or Skill

- Identify and contact groups with those skills or audience members
- Survey existing volunteers and keep a record of their skills
- Target the message in any of the techniques to left

Promoting the Project

- Specific time commitment
- Clearly identify the tasks
- Benefit or value of the work to be done
- Contact information and further information
- Additional information as necessary (what to wear or bring)
 - Safety
 - Weather dates
 - Task specific

Well Structured Program

- Quality experience
- Ladder of engagement
- Appreciation
- Continual evaluation
- Clearly defined goals and objectives



What Keeps Volunteers Coming Back?

Quality experience:

- Well-organized
- Their help is appreciated
- Meaningful work
- Meets their goals
- Clearly defined goals and objectives



For Volunteers Who Want to Do More: The “Task Ladder”

Participants → team leaders

Team leaders → planning committee

Planning committee → board

(and likely growing levels of donations)

Tools for the Volunteer Program

Appreciation

- T-shirts, water bottles, ...
- End-of-season gathering
- Public thanks in (e)newsletters, on web, at events



Evaluation

- Day-of evaluation forms
- Follow-up electronic surveys
- Focus groups/key advice



Fine Print

- Database
- Liability
- Safety



[TIP OF THE MITT WATERSHED COUNCIL ("TOMWC")
VOLUNTEER WAIVER, RELEASE OF RIGHTS, AND
EMERGENCY TREATMENT AUTHORIZATION FORM

1. Name of Activity: Tip of the Mitt Volunteer Stream Monitoring Program Activities
2. Name of Volunteer: _____
3. Name of Parent/Guardian if Volunteer is under 18 years of age: _____
4. I am interested in volunteering to participate in the Activity. I understand that the Activity can be hazardous, and that I may be harmed or injured while participating in the Activity, being present at or near the location of the Activity, or arriving at or returning from the Activity, perhaps in unexpected ways.
5. I understand that the TOMWC makes no representations or warranties as to the safety of the Activity and is not an insurer of my safety. I also understand that the TOMWC does not control the location of the Activity, or the land/water on which it occurs. Furthermore, I understand that there is no insurance coverage for the Activity.
6. Having considered the potential risks and knowing that there may be risks of which I am unaware, I willingly volunteer to participate in the Activity, and I agree to waive any claim I may have, or which might accrue, against the TOMWC based in any way on my participation in the Activity. Furthermore, I release the TOMWC from any potential liability and shall hold the TOMWC harmless from and agree not to sue the TOMWC for any damages, harm or injury I suffer while participating in the Activity.
7. If I am injured so as to require emergency medical treatment, and if my family member(s) cannot be contacted easily to authorize treatment, I authorize emergency medical treatment for myself so that I will not go without proper medical care.
8. An adult must accompany all volunteers under 12 years of age.
9. I understand waiver will remain in effect as long as I participate in this program.

Volunteer Name _____ Parent/Guardian Name (If volunteer is less than 18 years of age) _____

Volunteer Signature _____ Parent/Guardian Signature _____

Date: _____

EMERGENCY CONTACT Name: _____ Relationship: _____

Phone: _____ Email: _____

436 Bay St., Petoskey, MI 49770
www.tipofthemit.org
231-347-5386

The Recruitment Never Stops

Happy volunteers can be your best recruiters!



Part 2

How to be an all-star volunteer

How to Make the Most of Your Volunteering

- Why do you want to volunteer?
- Research organizations
 - Online
 - From friends
- Tasks that suit you
 - Interests
 - Abilities



How to Make the Most of Your Volunteering


- Don't overcommit
- Prepare
 - Research
 - Join ready for the task
- Open lines of communication
- You get as much as you put in




How to Make the Most of Your Volunteering

- Have fun!
- Do it!
- Inspire others!





Part 3 Hands-on Exercise!



Contacts

Like us on
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