

## New trends in volunteer management

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## Agenda this section

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- Dealing with episodic volunteers
- Pro/cons of episodic and temporary volunteers
- Defining tasks for them
- New role of the committee chair
- Micro volunteers vs. cyber volunteers

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### Episodic volunteerism

- Long term commitments are out
- Short term opportunities are in
- Often called ad hoc volunteers
- Not adjusting to these changes spells failure for your volunteer effort
- An issue with recruitment AND retention

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## Episodic volunteers

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### Pro

- Prime for younger people/families
- Focused energy
- Clear expectations
- One and done!
- If description is done well everyone feels satisfied

### Con

- No time to build relationships
- Staff may perceive not worth training for short term benefit
- Perceived as unreliable
- Resources focused on long termers
- Risk management issues

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### Types of Ad Hoc/episodic Volunteers

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- **Temporary**
  - a few hours or up to a day.
- **Interim**
  - less than six months. An example is an intern or someone doing community service work.
- **Occasional**
  - regular intervals for short periods of time, less than a day

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### Charity auction temporary volunteers—job descriptions

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1. Bid runner
  - In a silent auction, a bid runner takes the bids to the announcer after bidding is closed. Transmitting accurate information is essential. Must be mobile and energetic, with lots of stamina.
2. Product runner
  - A product runner stands near the front of the room during the live auction and delivers merchandise or certificates to highest bidder as designated by the auctioneer.
3. Clean up
  - Volunteer stays for two to three hours after the auction to assist in packing auction related supplies for return to the organization

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### Committee chairs=Key Volunteers

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- Provides the glue
- Understands how to break events/activities down into chunks
- Develops job descriptions for these people
  1. Occasional volunteer—hourly
  2. Temporary volunteer—daily
  3. Continuous or interim volunteers--monthly

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### Break jobs down

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Task	Continuous KEY	Interim > 6 months	Temporary Daily	Occasional Hourly
Promo Committee leadership	Monthly meeting			
Event leader	Per event activity	Per event		
Event task leader		Per event	For entire event	
Day of event supervisor			Specific c task	
Hand out water				2-4PM
Clean up team				4-6PM

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## Motivations

**Episodic volunteers**

- Great for young people
- “Their involvement would be of a more individual, short-lived, and noncommittal nature, and less driven by altruistic and social motivations”

**Key volunteers**

- Want more satisfaction
- Build job skills
- Want to make connections
- Reconnect in their towns
- Great fit with new retirees

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## Key volunteers are the committee chairs

- Often just a handful in any MS org
- Committee and event chairs
- Become “unpaid” staff
- Interns/really really regular volunteers
- Treat like staff
- Take time to supervise and work with.

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## Work Plans are essential

**Recruitment does not stop—EVER!**

**Job descriptions vital to keep on task**

**Good communication**



**Still need good volunteer management systems and reporting**

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## Helping committee chairs lead

- Start with one activity in the work plan
  - Not a task that the committee chair leads
  - Find a willing activity leader
- Break down tasks for specific time frames
  - Temporary—less than a day
  - Interim –less than 6 months
  - Occasional –less than a day
- Try recruiting specifically for these jobs
- Check in/check up with activity leader

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## What happens at a committee meeting then?

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- Committee chair gets reports from activity leaders when there is news to report
- Some activity leaders won't come to meetings for months
- Committee chair has more work between meetings than at meetings
- Allow people to call in to meetings?
- Strong chair is necessary to be the glue

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## Micro volunteering and Cyber volunteering

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## Live vs. cyber-volunteers

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- Cyber volunteering is NOT that different than volunteering on-site:
- People management issues
  - setting and communicating goals
  - assessing progress
  - giving regular feedback
- Best situation is both live AND cyber volunteers, with flow back and forth

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## Differences

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### Cyber volunteers

- Non local
- No local norms
- Motivations
- Known mostly on line
- Known by "handle"
- Potentially huge number available

### Regular/live volunteers

- Local
- Local norms
- Motivations
- Personal touch
- Know by name/sight
- Porous relationship with organization
- Potentially small number

Source: [www.VirtualVolunteeringProject.org](http://www.VirtualVolunteeringProject.org)

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## Cyber-volunteers: Pro/Con

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- Can be done at any time, day/night/weekends
- From any location-local, national, world
- Great for short term projects
- Access to many different skill levels
- Not urgent turn around
- No personal contact with volunteer
- Motivation may be difficult
- Still requires phone consultations
- Retention is particularly hard
- Volunteer may not feel connected/proud
- Safety

Source: [www.Virtual Volunteering Project.org](http://www.VirtualVolunteeringProject.org)

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## Do not start one if:

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- Weak existing face to face volunteer program in place
- No support from the Board, manager or committees
- No job descriptions and immediate things for people to do
- No written code of conduct (see handout)
- No commitment to turn around of 48 hours

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## Best tasks for cyber volunteers are:

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- That can be evaluated primarily by qualitative rather than quantitative results;
- Tasks that do not involve high security or handling of sensitive information;
- Information-handling jobs that require computers



Source: [www.Virtual Volunteering Project.org](http://www.VirtualVolunteeringProject.org)

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## Sparked.com

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- Crowdsourcing for volunteers
- Great for opportunities where you need a lot of advice.
- VERY VERY TINY JOBS



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### The importance of Thank you

- Can never say it enough in Main Street
- 3 times 3 ways
- In person
- In writing
- In front of their peers

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## Saying thank you on line

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## Summary

- Committee chair as “unpaid staff”
- Work plans are even more essential if you are managing
- Contact must be regular
- Thanking never stops
- Try breaking down tasks into time available
- This method may suit some and not others
- Need for a highly functioning ORG Team essential
- Recruitment and Orientation still matter

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## Questions?

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