

Volunteer Management 101: Starting Out

Hilary Anne Hager

Director of Volunteer Engagement

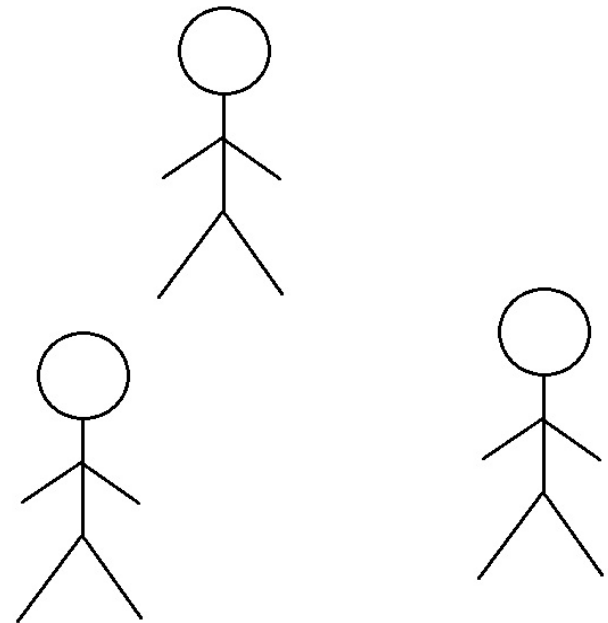
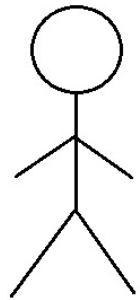
Humane Society of the United States



THE HUMANE SOCIETY
OF THE UNITED STATES



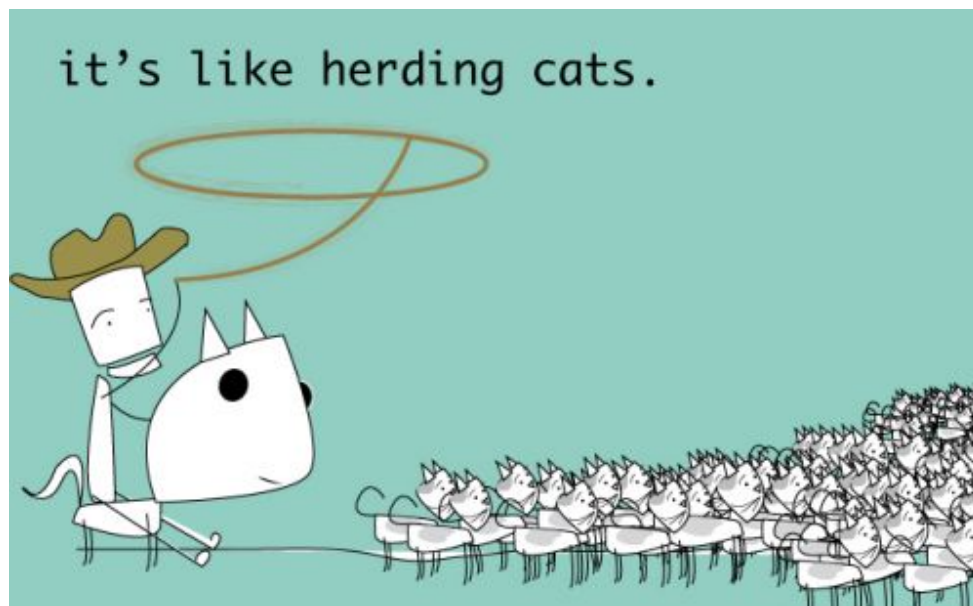
When does it become a “program”?



THE HUMANE SOCIETY
OF THE UNITED STATES



Sound familiar?



THE HUMANE SOCIETY
OF THE UNITED STATES



Why involve volunteers in our work?



Meet our mission

Share the load

Expand your reach

Raise additional funds

Save more lives



THE HUMANE SOCIETY
OF THE UNITED STATES



What's hard or scary about it?

Takes a lot of work

Stakes are high

Can undermine organization

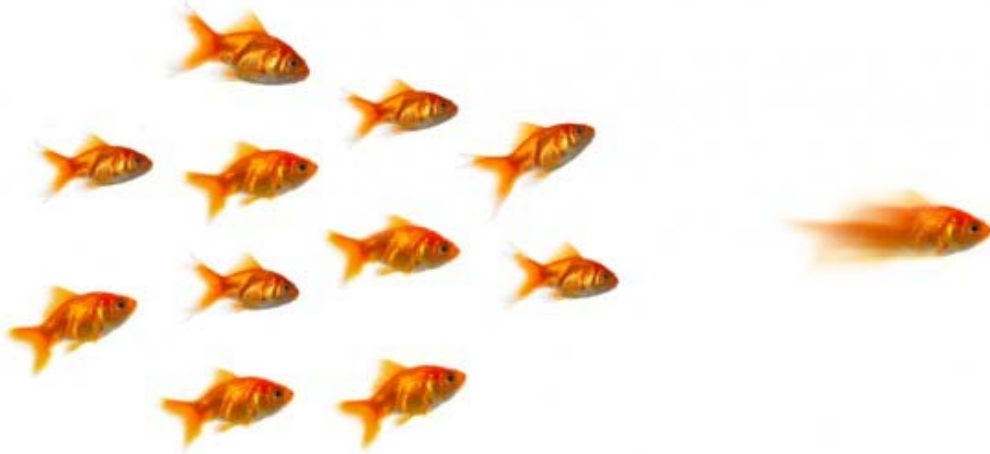
Chaos can ensue



THE HUMANE SOCIETY
OF THE UNITED STATES



Who's in charge?



THE HUMANE SOCIETY
OF THE UNITED STATES



What really matters?

What personality characteristics are **most important** in a volunteer coordinator?

People-focused
Solution-oriented
Organized
Friendly
Strategic
Patient
A good teacher
Collaborative
Good at delegating
Willing to be uncomfortable



THE HUMANE SOCIETY
OF THE UNITED STATES

The Volunteer Manager's To Do List

Does include:

Recruiting

Screening

Training

Care and Feeding

Appreciation

Managing

Does NOT include:

**Doing it
all alone!**



THE HUMANE SOCIETY
OF THE UNITED STATES



ASPCapro.org

Basic Elements to Consider:

1 What do you want and what will serve the mission?

Culture & Role of Volunteers in the Organization

2

3 Identify & communicate deal breakers

Process for addressing issues

4



THE HUMANE SOCIETY
OF THE UNITED STATES

Basic Elements to Consider:

Protocols 

 Volunteer Agreement

Training 

 Waiver and Release of Liability

Culture of Appreciation 



THE HUMANE SOCIETY
OF THE UNITED STATES

Basic Elements to Consider:

10

Volunteers are supposed to add to your organization, not take away from it!



THE HUMANE SOCIETY
OF THE UNITED STATES



1

What do you want and will it serve the mission?



Why do you want a volunteer program?



What are the goals?



What does success look like?



THE HUMANE SOCIETY
OF THE UNITED STATES



2

Culture & Role of Volunteers

a

What are you inviting volunteers into?

b

How are volunteers valued by the organization?

c

What boundaries are important?



THE HUMANE SOCIETY
OF THE UNITED STATES

③ Identify & Communicate Deal-breakers



What must you absolutely see in volunteers?

Bb

What is absolutely not okay?



What are your expectations for their participation?



THE HUMANE SOCIETY
OF THE UNITED STATES

4

Process for Addressing Issues

A

If, not when...

B

Who is responsible?

C

How and when will feedback be given?



THE HUMANE SOCIETY
OF THE UNITED STATES

5

Protocols

A

What needs to get done and when?

B

Which activities/animals are STAFF ONLY?

C

How are these being communicated?



THE HUMANE SOCIETY
OF THE UNITED STATES

6

Volunteer Agreement

a

What is the organization agreeing to?



What is the volunteer agreeing to?



Does it include tasks, behavior, spirit of participation?



THE HUMANE SOCIETY
OF THE UNITED STATES





Training

A

Who is doing the training?

B

How are you communicating the instructions?

C

How are you making sure people “get it?”



THE HUMANE SOCIETY
OF THE UNITED STATES

8 Waiver & Release of Liability



How will you protect your organization?



Who is your risk manager and have they reviewed it?



How will you handle minors in your program?



THE HUMANE SOCIETY
OF THE UNITED STATES



9

Culture of Appreciation

A

Is it behaviorally specific and authentic?

B

Is it an expectation for **EVERYONE** in your organization?

C

Do volunteers have a voice?



THE HUMANE SOCIETY
OF THE UNITED STATES

10 Programs & Volunteers that Add Value



This is not about finding warm bodies!



Ask for what you want in hopes you might get it



Success depends on monitoring and course correction



THE HUMANE SOCIETY
OF THE UNITED STATES

Do NOT Re-invent the Wheel!



AnimalSheltering.org

[Animal Sheltering's Volunteer Managers Network](#)

[Everyone Ready](#)

[Animal Care Expo – Volunteer Management Track](#)

[Volunteer Management 201](#)



THE HUMANE SOCIETY
OF THE UNITED STATES

hhager@humanesociety.org

240.753.3587



Related ASPCApro Webinars

aspcapro.org/webinars

Volunteer Management 201 April 8, 3-4pm ET

Recruiting and Keeping Equine Volunteers