

Volunteer Management 201: Getting it Right and Growing Your Program

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Volunteer Management 101 Refresher

- 1 Rewards Outweigh the Risks
- 2 Someone Needs to be in Charge
- 3 Cover Your Bases
- 4 Hierarchy of Needs
- 5 The Program Must Serve the Mission and



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Animals **FIRST**

The Five Freedoms

Freedom from Hunger and Thirst



Freedom from Discomfort

Freedom from Pain, Injury or Disease



Freedom to Express Normal Behavior

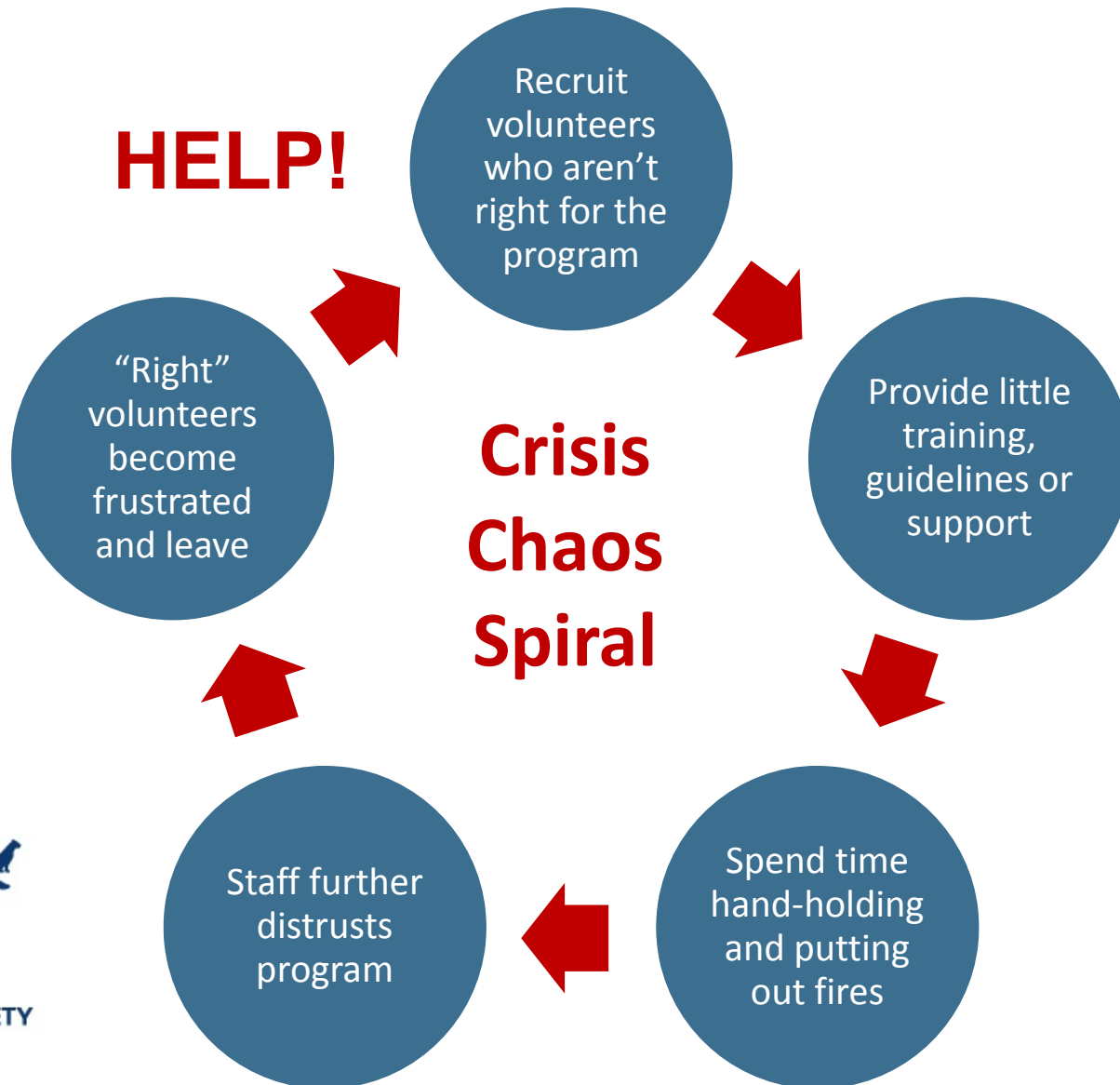
Freedom from Fear and Distress



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Big Picture Thinking



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Big Picture Thinking

Highly Skilled

Training provided

No skills needed



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Find the Right People

1

Figure Out What You Need First

2

Ask for What You Want

3

Screen In, Screen Out



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What are your organizational needs?

Feeding/watering/dishes

Cleaning/scooping/laundry

Observations/disease
transmission prevention

Kennel enrichment

Training

Fundraising

Increasing adoptions

What activities can volunteers engage in to ensure the Five Freedoms?

Freedom from hunger/thirst, discomfort;
pain/injury/disease; from fear and
distress; and to express normal behavior



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Who is the Right Fit?

**What are the
personality
characteristics of
your ideal volunteer?**

Not squeamish & Flexible
Common Sense & Sensitive
Follow Directions
Support Policy, Responsible
Good listeners & Responsible
Self-motivated
Safe & Sensitive
Calm and Collected
Observant & Communicative
Understand their Commitment



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Special Cases

- 1 Youth Volunteer Programs
- 2 Special Needs Volunteers
- 3 Court-ordered Community Service
- 4 Aging Volunteer Populations



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Train Your Volunteers

Orientation to the organization

Training for their positions

How to be a part of your community



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What Does Staff Need to Know?

Expectations — of volunteers and themselves

Mission/vision of the program

How to handle any issues that arise

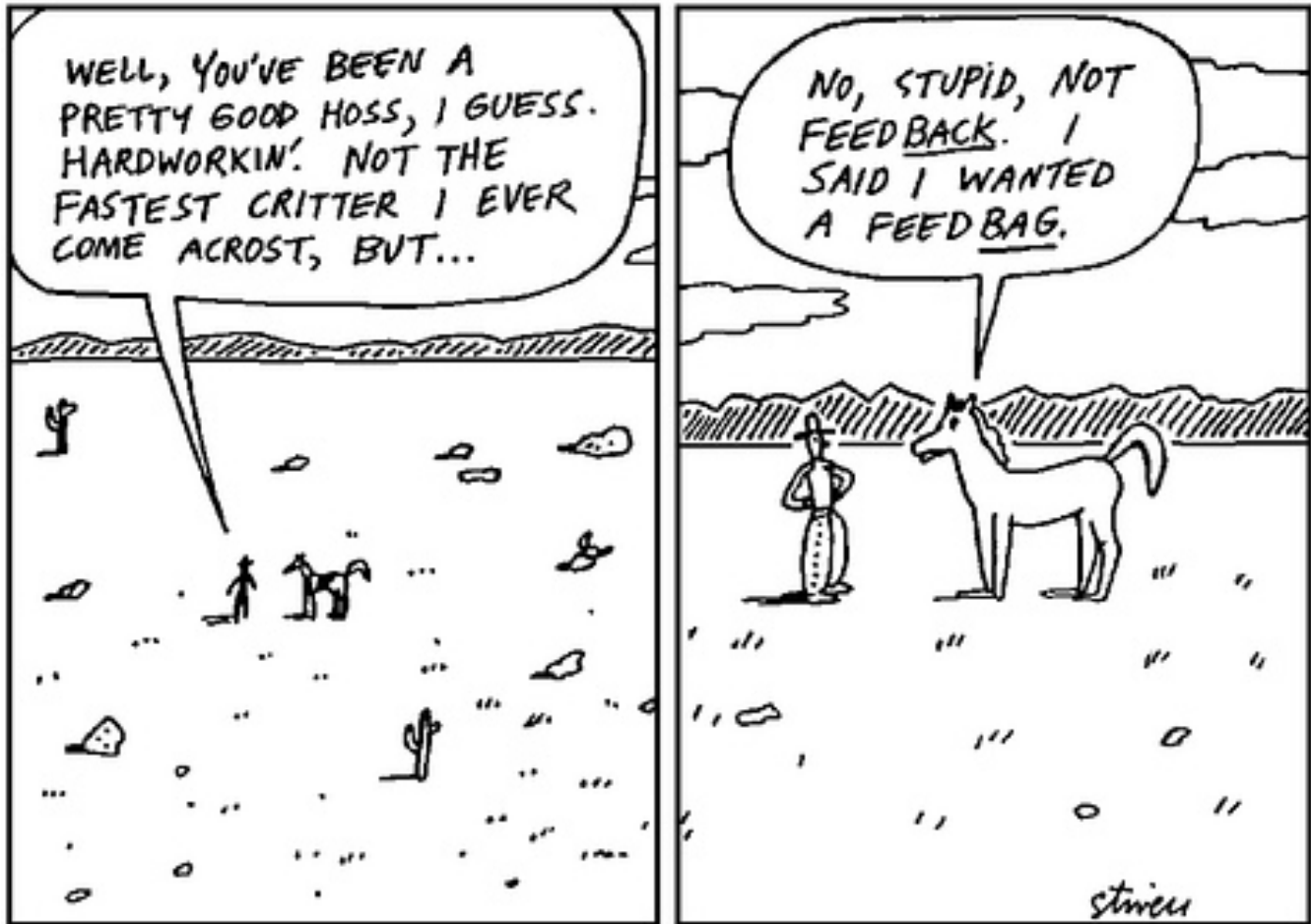
What's in it for them?



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Be Willing to Be Uncomfortable



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Work Smarter, Not Harder

Google

technology is your



technology is your **friend**

[I'm Feeling Lucky »](#)

technology your **way**

technology yours

technology your **fingertips**

Press Enter to search.



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Build Trust and Include Volunteers

Involve

1

Empower

2

Engage

3

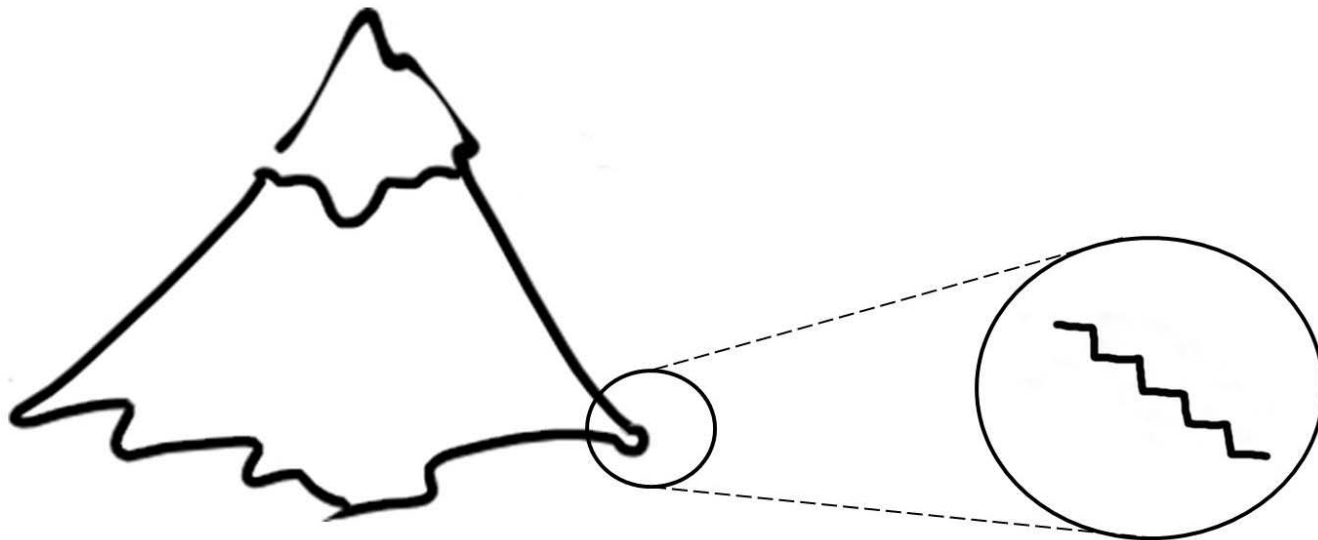
Trust

4



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Dream Big but Start Small



scary stuff :(



definitely do-able!



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think big, start small
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Do NOT Re-invent the Wheel!



AnimalSheltering.org

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

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

[Volunteer Management 201](#)



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Volunteer Management 101

Recruiting and Keeping Equine Volunteers