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 Animals FIRST
The Five Freedoms

1. Freedom from Hunger and Thirst
2. Freedom from Discomfort
3. Freedom from Pain, Injury or Disease
4. Freedom to Express Normal Behavior
5. Freedom from Fear and Distress
Big Picture Thinking

HELP!

Recruit volunteers who aren’t right for the program

“Right” volunteers become frustrated and leave

Provide little training, guidelines or support

Crisis Chaos Spiral

Staff further distrusts program

Spend time hand-holding and putting out fires

HELP!
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
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
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
Special Cases

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

Orientation to the organization

Training for their positions

How to be a part of your community
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?
Be Willing to Be Uncomfortable

WELL, YOU’VE BEEN A PRETTY GOOD HOS, I GUESS. HARDWORKIN’. NOT THE FASTEST CRITTER I EVER COME ACROSS, BUT...

NO, STUPID, NOT FEEDBACK. I SAID I WANTED A FEED BAG.
Work Smarter, Not Harder

Google

- technology is your friend
- technology your way
- technology yours
- technology your fingertips

Press Enter to search.
Build Trust and Include Volunteers

1. Involve
2. Empower
3. Engage
4. Trust
Dream Big but Start Small

scary stuff :(  ➔  definitely do-able!

think big, start small
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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

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Volunteer Management 101

Recruiting and Keeping Equine Volunteers