



Tips for working with **VOLUNTEERS**

THE VOLUNTEER PAYCHECK

- Smile
- Treat to coffee/soda/lunch
- Send a birthday card
- Arrange for discounts
- Give service stripes/pins
- Maintain a coffee bar
- Plan annual ceremonial occasions
- Invite to staff meeting
- Accommodate personal needs/problems
- Be pleasant
- Shake hands
- Provide a baby-sitter
- Give informal “coketail” parties
- Say “Good Morning”
- Greet by name
- Have a Volunteer Appreciation Day
- Motivate agency administration to verbally acknowledge
- Give additional responsibility
- Honor their preferences
- Commend to supervisor
- Publish commendations
- Put name in newsletter
- Put picture on bulletin board
- Send a Valentine
- Recommend to prospective employer
- Provide additional training/send to outside workshops
- Offer advocacy roles
- Offer opportunity to train new volunteers
- Plan occasional extravaganzas
- Have a Volunteer of the Month
- Send a letter of appreciation to employer
- Send a copy of commendation to employer
- Nominate for awards
- Write thank you notes
- Have a picnic
- Provide thank you notes for supervisors to send
- Plan staff/volunteer social events
- Offer promotional opportunities

○ Plan ahead and be prepared for your volunteer

- Plan tasks for volunteer and confirm schedule
- Describe how volunteer’s role fits with City’s mission
- Give volunteers a sense of belonging to the group
- Review the office basics
 - Exchange contact information for illness and scheduling changes
 - Introduce the volunteer to staff
 - Provide a place to put personal belongings
 - Talk about breaks (inform staff when leaving)
 - Restroom and snack room locations

○ Know your volunteers

- Learn what motivates them – i.e. achievement, authority, affiliation
- Ask them about their strengths and weaknesses
- Find out what makes them feel appreciated

○ Respect them and their time

- Expect only what they have offered
- Know they are intelligent and have experience

○ Set aside time for training

- Provide information and instructions in small steps
- Encourage questions and give immediate feedback

○ Give day-to-day supervision

- Ask the volunteer to tell you what is challenging about the position
- If you see a problem, make a correction immediately
- Ask for honest feedback from the volunteer

○ Always say “Thank you” and “Glad you came”