

Leading Volunteer Projects



volunteer

IOWA™

United Way of
Wapello County





Volunteers don't get paid, not
because they're worthless, but
because they're priceless.

Sherry Anderson





Who We Are



Since 1965, United Way of Wapello County has been dedicated to improving lives in Wapello County. We bring together businesses, nonprofits, government, and individuals to tackle the challenges facing our local communities. Together with our partners, we implement strategies that get lasting results.

Mission

United Way of Wapello County fights for the financial stability, education and health of every person, in every community that we serve.

Values

United Way of Wapello County is guided by its core values of Integrity, Results, Collaboration, Excellence, Accountability, and Diversity.

Vision

United Way of Wapello County envisions thriving communities where residents are educated, have income stability, and lead healthy lives.

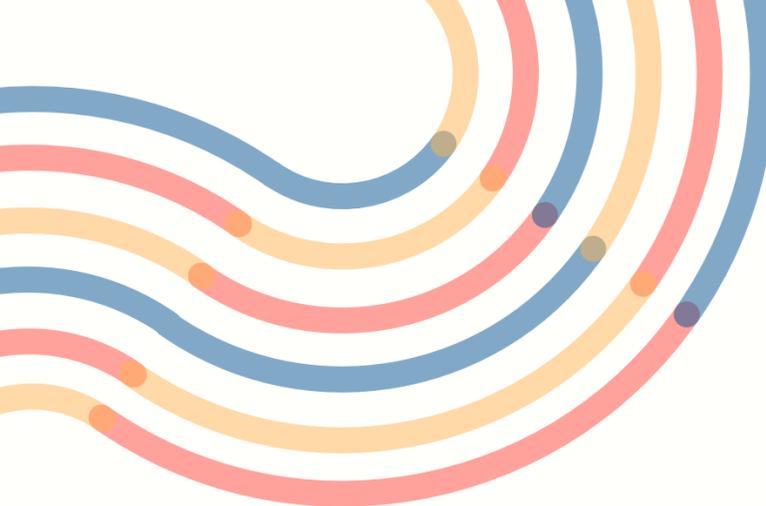


Volunteer Projects



Might be:

- One-time project
 - Project-based
 - On-going
- 



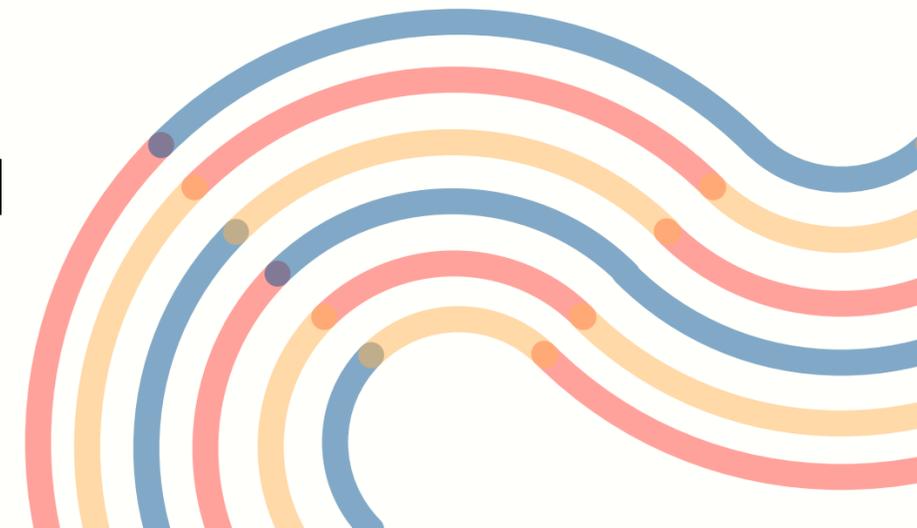
Organization Expectations

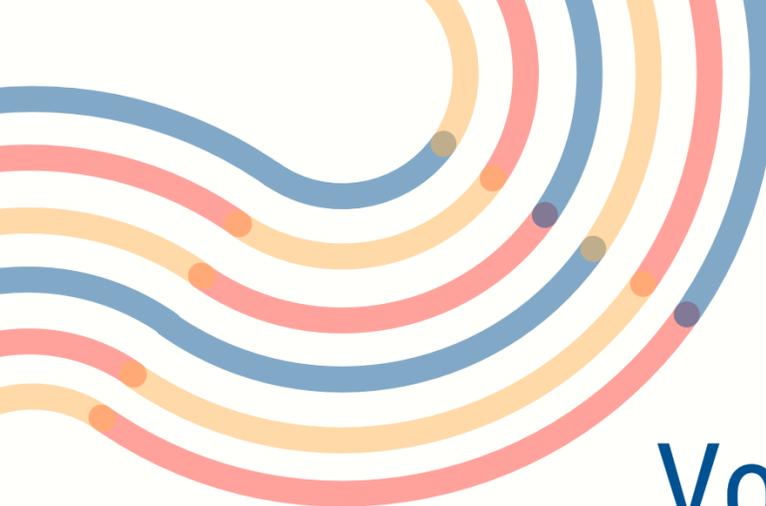


The organization is expected to ensure volunteers:

- Learn about the organization and its volunteer policies
- Get an orientation to the organization and the volunteer role
- Know the policy for handling complaints or concerns
- Give regular feedback or evaluations
- Get guidance and support to be successful
- Have the tools, technology or supplies they need

CLEAR EXPECTATIONS MAKE FOR A MORE
POSITIVE EXPERIENCE





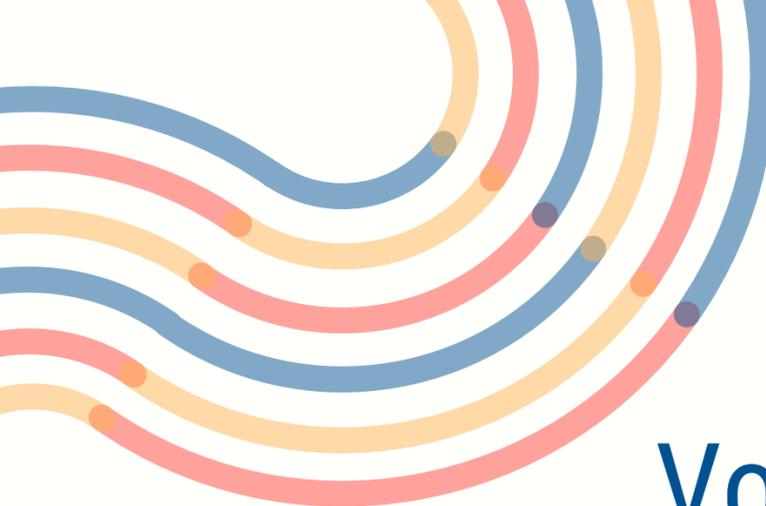
Volunteer Expectations

Volunteers are expected to:

- Be punctual for the volunteer duty or shift
- Be reliable and responsible
- Communicate issues and concerns in a timely manner
- Do volunteer duties as assigned and directed
- Accept guidance from the Project Leader or Supervisor

CLEAR EXPECTATIONS MAKE FOR A MORE
POSITIVE EXPERIENCE



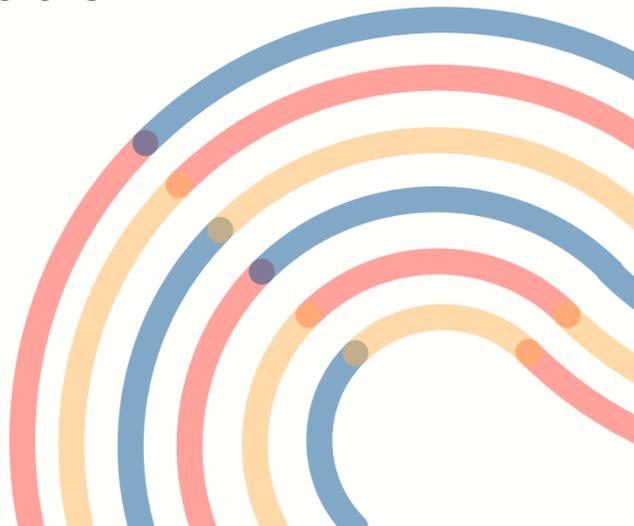


Volunteer Expectations

Volunteers are expected to:

- Be willing to learn in orientations, trainings, and meetings
- Understand the role of paid staff, maintain working relationships
- Stay within the bounds of the volunteer role
- Keep sensitive information confidential
- Comply with all policies and procedures of the organization

CLEAR EXPECTATIONS MAKE FOR A MORE
POSITIVE EXPERIENCE



General Volunteer Leader Duties

Host, direct, and lead volunteers in fulfilling project objectives and create a positive volunteer experience.

- Greet volunteers, direct check-in, communicate the mission of the project
- Instruct volunteers on processes and duties and monitor adherence to procedures
- Interact with volunteers to promote engagement with those served and ensure a positive experience for volunteers
- Complete any necessary reports for each volunteer shift
- Perform some general labor and tasks
- Assist with receiving, organizing, and storing supplies
- Clean and maintain appearance of volunteer site
- Communicate with organization staff on progress, needs, and other updates



Volunteer Supervisor Qualities



Honesty



Forward-Thinking



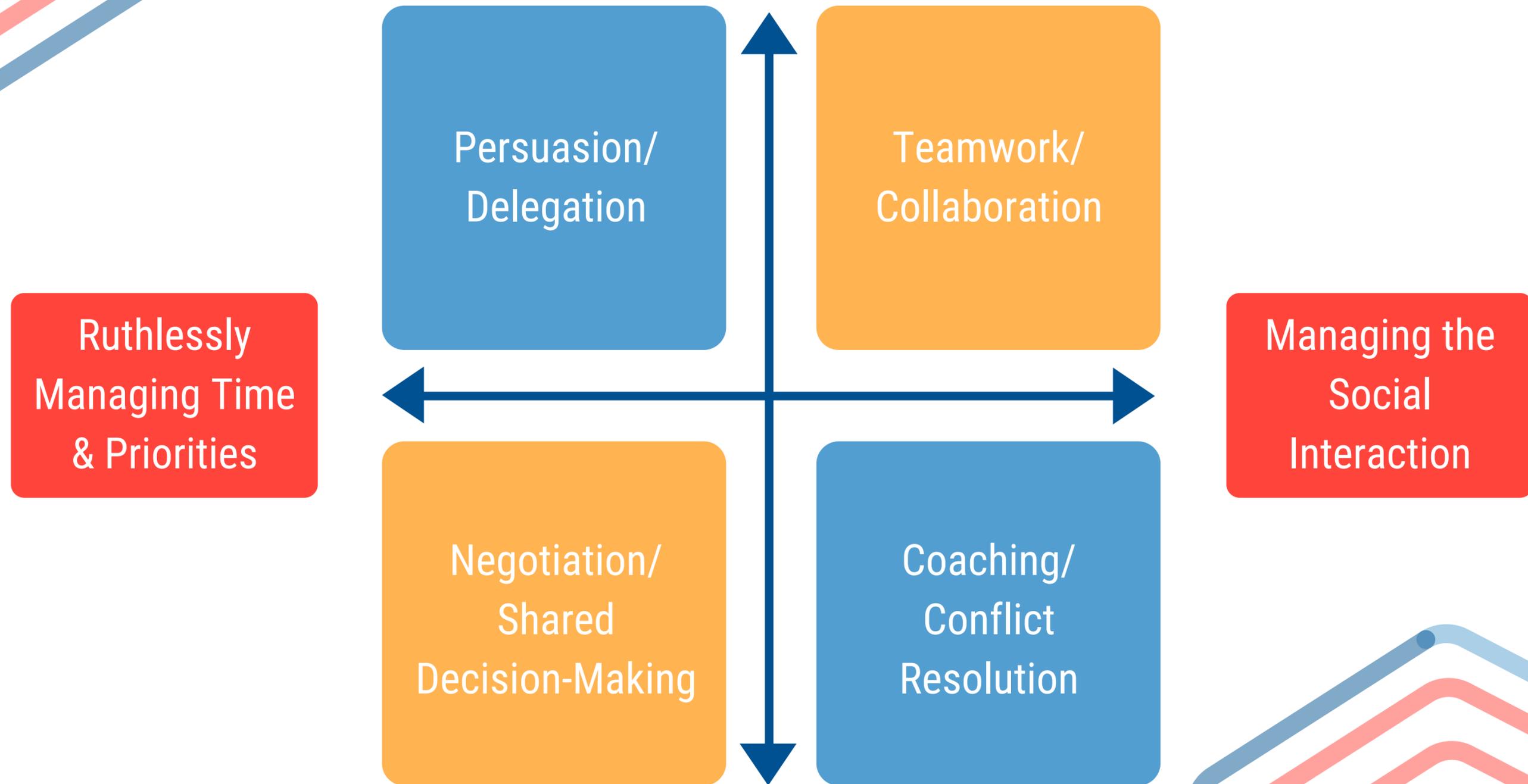
Competent

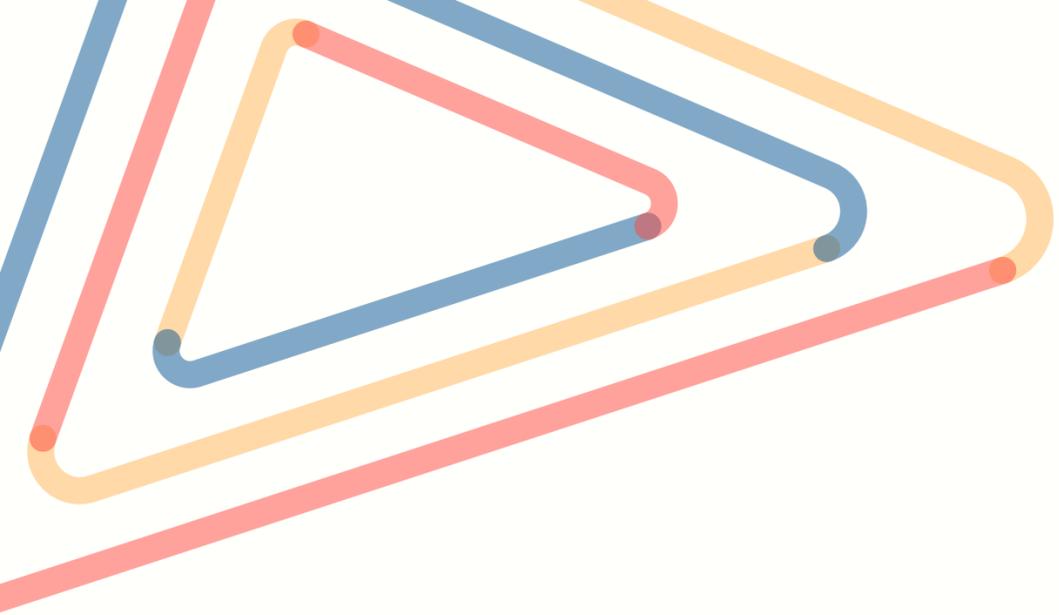


Inspiring



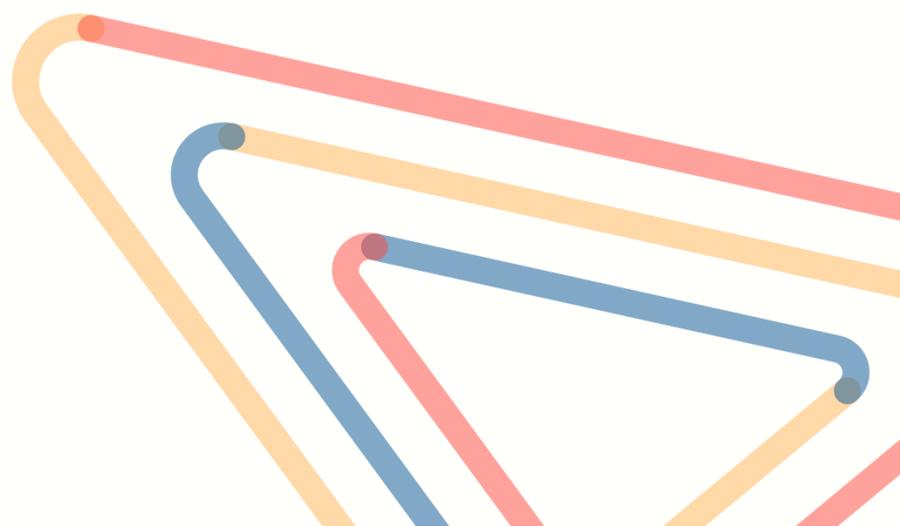
Volunteer Supervisor Skills





Supervising Volunteers

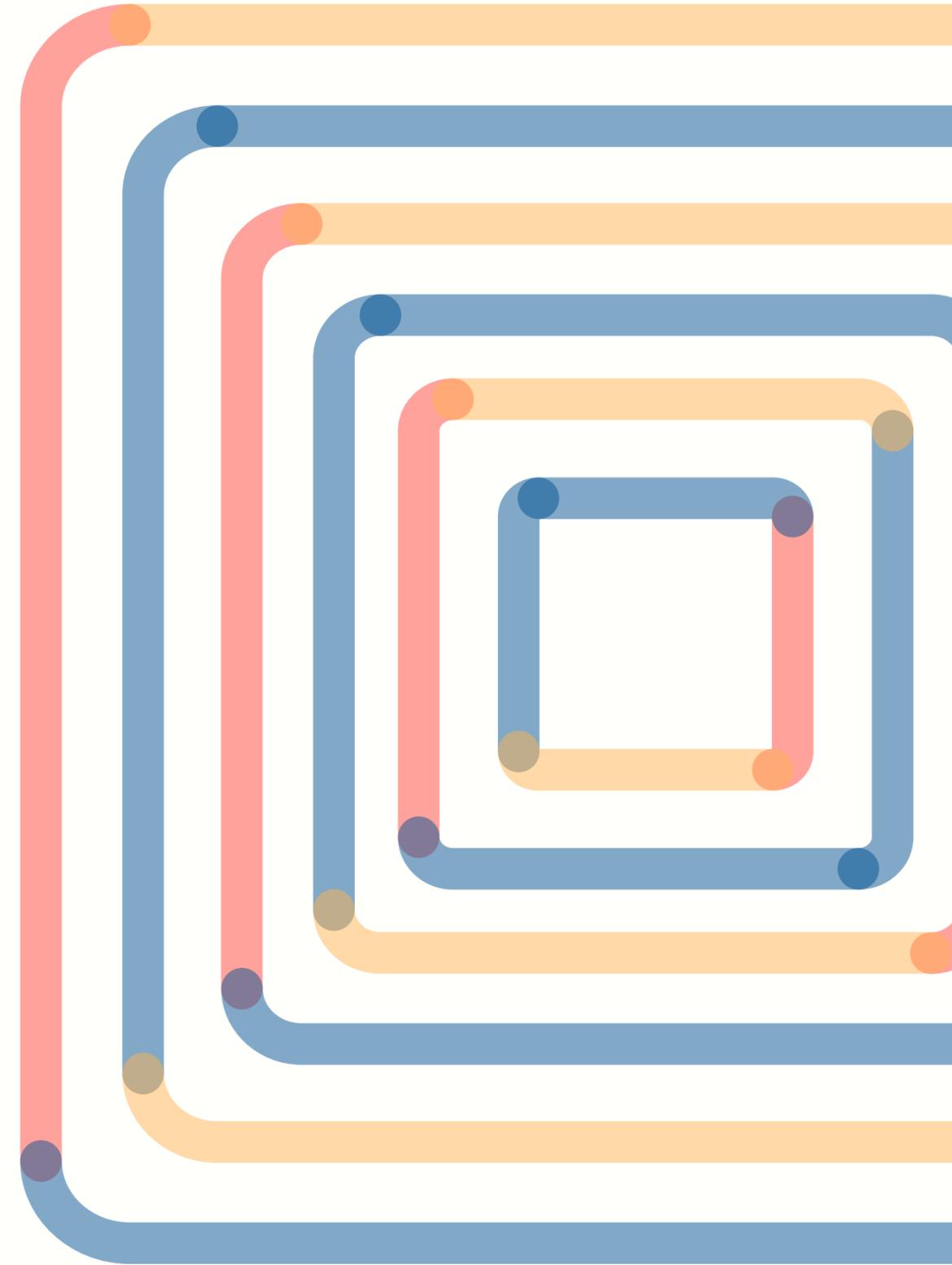
Five Basic Principles

- Volunteers are real staff
 - Volunteers aren't free
 - Supervision is about forming and maintaining relationships
 - The functions of a supervisor can be shared
 - Supervision cannot be isolated from other aspects of volunteer program management
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Empowering Volunteers

How supervisors are key to a volunteer's success and positive experience

1. Express your goals passion for the mission
2. Demonstrate your competency
3. Reflect a caring attitude toward the whole team
4. Be accessible and approachable
5. Aim for consistency
6. Provide a job description
7. Offer top-notch training
8. Provide feedback
9. Share information
10. Express your appreciation



Giving Constructive Feedback



Other Tips for Feedback

Celebrate in public and critique in private.

Listen to the volunteer's point of view, but this doesn't mean you need to compromise on standards.

Use behavioral observations not judgments.



Bosses versus Leaders

WHAT'S THE DIFFERENCE AND WHY DOES IT MATTER?

Bosses

1. Tell you what to do
2. Need you to perform
3. Hold you accountable
4. Measure success by title or rank
5. Focus in on what is right now
6. Driven by fear and reaction
7. Want to always be your boss
8. Get joy from their success
9. Build your fear

Leaders

1. Teach you why and how
2. Want you to be successful
3. Build confidence for self-accountability
4. Measure success by passion and impact
5. Focus is on what is right
6. Driven by passion and purpose
7. Want you to do better than they did
8. Get joy from others' success
9. Build your confidence



WORDS WE LEAD BY

Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.

Margaret Mead



Resources:

- Project planning worksheet
- Fill-able Volunteer Job Description
- Volunteer needs assessment template
- Volunteer handbook example

Please complete the survey!





Let's Talk

WE WANT TO HEAR FROM YOU!

Email

uwwc@wapellocouw.org

a.wilson@wapellocouw.org

Website

wapellocouw.org

Phone number

641-682-1264

