VOLUNTEER MANAGEMENT AND STATE AGENCIES.

Mobilizing citizens to support state government through volunteerism.

volunteerflorida
WELCOME!
Convening for State Agencies: Volunteer Management
Tuesday, May 23, 2017
AGENDA:

1) About Volunteer Florida
2) The Value of Volunteerism
3) Evaluating Need, Capacity and Support
4) Before Recruitment: The Importance of Tasks, Standards and Policies
5) Recruitment Across Generations
ABOUT US.

**Volunteer Florida** (Florida Commission on Community Service), strengthens Florida’s communities through national service, fostering volunteerism and leveraging resources.

**Vision:** Floridians are engaged, communities are transformed and Florida is a better place to live.
CHAMPIONS OF SERVICE:

Excellence in volunteerism, community service, national service, civic, social or corporate responsibility

https://www.volunteerflorida.org/champion-of-service/
AGENCIES AND PROGRAMS REPRESENTED TODAY

Department of Business and Professional Regulation
Department of Economic Opportunity
Department of Education
Martin/Pasco/Polk/Jefferson
Broward/Levy
Department of Elder Affairs
Department of Health
Alachua/Leon/Lake/DeSoto/Monroe
Collier/Sarasota
Department of Juvenile Justice
Department of Revenue
Florida Fish and Wildlife Conservation Commission
Guardian ad Litem
Museum of Florida History
SeniorCorps
Before planning, procedures, recruitment, management, procedures or evaluation:

VISION
MISSION
VALUES
PRINCIPLES
STATE AGENCY MISSION STATEMENTS:

• To increase public safety by reducing juvenile delinquency through effective prevention, intervention and treatment services that strengthen families and turn around the lives of troubled youth.

• Guiding principles: Prevention and education are paramount
• Strengthen partnerships with judicial, legislative and community stakeholders
• Promote public safety through effective intervention
• Provide a safe and nurturing environment for our children
• Preserve and restore physical and mental health
STATE AGENCY
MISSION STATEMENTS:

• To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

• An agency that is accessible and responsive to citizens, provides fair and efficient tax and child support administration, and achieves the highest levels of voluntary compliance.

• To increase the proficiency of all students within one seamless, efficient system, by providing them with the opportunity to expand their knowledge and skills through learning opportunities and research valued by students, parents, and communities, and to maintain an accountability system that measures student progress.
STATE AGENCY MISSION STATEMENTS:

• Assists the Governor in advancing Florida's economy by championing the state's economic development vision and by administering state and federal programs and initiatives to help visitors, citizens, businesses, and communities.

• To Manage fish and wildlife resources for their long-term well-being and the benefit of people.
STATE AGENCY
MISSION STATEMENTS:

• Our mission is to educate all students in a safe environment and to graduate them ready for college and career success.

• Extraordinary Customer Relations - recognizing we are public servants and communicating as such with our customers - students, parents, and employees

• A School District With Accountability - stressing academic excellence and sound fiscal management

• Trust - the most fragile, yet an essential attribute to the success of the educational initiatives for the School Board

• To provide a world-class education for all students
STATE AGENCY
VALUES, GOALS:

• **of Character:** Integrity, Honesty, Trust, Fairness, Respect, Concern for others

• **of Performance:** Service, Excellence, Innovation, Commitment, Communication, Teamwork, Knowledge

• To help Florida's elders remain healthy, safe, and independent.

• Ensure that any Floridian in need of long-term care services receives a timely and appropriate assessment of need by applying a fair, objective, and transparent priority scoring methodology.

• Promote compassion and awareness for Floridians affected by dementia by expanding the Dementia Care and Cure Initiative (DCCI) across Florida.
THE VALUE OF VOLUNTEERISM
THE VALUE OF VOLUNTEERISM

Volunteers bring value to state agencies by:

- **Enhancing services** by supplementing and broadening existing work.
- Developing a group of strong **supporters**.
- Bringing community **connections** and personal networks to agencies/departments.
- Offering **specialized skills**.
- Encouraging increased **diversity** by providing opportunities to involve the: differently-abled, members of underprivileged communities, people of varied age groups and other under-represented populations.

THE VALUE OF VOLUNTEERISM

Volunteers bring value to state agencies by:

• Bringing new energy and ideas.

• Giving more of their time than often originally planned, due to their genuine interest in an agency/department.

• Contributing tangible economic value, not in the form of financial donations, but in time and service.

EVALUATING NEED, CAPACITY AND SUPPORT
EVALUATING NEED, CAPACITY AND SUPPORT

“A needs assessment is a formal investigation of how volunteers can serve an agency and what types of volunteer skills are needed.”

How can volunteers move your agency toward its goals (be specific)?

Identify the following:
• Tasks currently performed by staff where assistance is needed.
• Tasks not performed by staff members.
• Staff activities, which might be performed by volunteers when staff is off-duty.

<table>
<thead>
<tr>
<th>Reasons for Staff Concerns About Involving Volunteers</th>
<th>Steps to Take to Avoid Problems</th>
</tr>
</thead>
</table>
| Fear of job replacement.                            | • Establish official policy on supplementing, not supplanting staff.  
                                                          • Clearly define roles; involve staff in that process. |
| Fear of decrease in quality.                        | • Involve staff in designing and presenting volunteer training.  
                                                          • Establish volunteer evaluation process. |
| Unclear about volunteer/staff roles.                | • Provide written job descriptions and training for volunteers. |
| Previous bad experience.                            | • Show job description format and ask for staff help in writing others.  
                                                          • Reassure about careful selection, training, supervision, and the right to reassign or terminate volunteers if necessary.  
                                                          • Offer to provide support as needed.  
                                                          • Identify the benefits. |
| Resentment of additional workload.                  | • Emphasize that work should be within scope of current workload.  
                                                          • If it is a legitimate concern, redistribute workload as necessary. |
| Fear of change                                      | • Involve staff in planning processes.  
                                                          • Share success stories. |
| Fear of loss of control                             | • Remind staff that current service can be enhanced with additional help.  
                                                          • Train staff in delegation, supervision, management.  
                                                          • Emphasize the new, valuable skills staff members will develop. |

“Often volunteer positions are created by staff requesting volunteers to do certain activities they themselves cannot do.

"So volunteer roles initially meet an identified need and then continue year after year, and we fill the vacancies left by departing volunteers, with new ones..."
“...Before we know it, the range of volunteer assignments is stale and lacks vision, and the volunteer department only has time to focus on filling existing slots rather than on developing new, outside-the-book types of positions.”

NetVolunteers uses social media to bring government to the people

TUESDAY, MARCH 08, 2011

Oakland County’s newest volunteer program, NetVolunteers, harnesses the power of social networking to connect government and the people it serves.

Through popular sites like Facebook and Twitter, and various blogs and other Web-based community forums, NetVolunteers participants share the latest information about Oakland County government with the public.

"The NetVolunteers project is a new way of thinking about civic engagement," said Oakland County Executive L. Brooks Patterson. "Transparency is such a buzzword in government these days – but the NetVolunteers project really aims to deliver on that by directly involving citizens in the process of what we do on a day-to-day basis."

EVALUATING NEED, CAPACITY AND SUPPORT

How does volunteer assistance complement the work of paid staff?
Remember “The Value of Volunteerism” Roles?
Who are your stakeholders?
Who must **approve** the implementation of a volunteer program?
Who must approve changes?
Who will **manage** the program (be realistic about resources required)?
*Buy-in;* from which staff members?
What **resources** do you need to do this well?
What are your **goals** for volunteers (rather than considering only hours and number of volunteers)?
“Consider, for a moment, an organisation that exists to plant trees. In year one it has 100 volunteers and plants 1,000 trees. In year two it retains 50 volunteers and again plants 1,000 trees. By the measure of head count, year two would raise all sorts of red flags, since they’ve seen 50 people not return. Yet the facts point to year two as a great success because fewer resources have been used to achieve the same impact. The return on investment is much higher.

“What is needed is the number of appropriate and dependable volunteers that an organization can adequately support to do the work well. As soon as the number of volunteers exceeds an organization’s capacity to deploy them successfully, the law of diminishing returns takes over.”

BEFORE RECRUITMENT

POLICIES AND PROCEDURES (in writing!)

- Legal ramifications of working with volunteers
- Safety, accidents
- Minors as volunteers
- Background check requirements
- Waivers, releases
- Procedures for dismissal
- Application
- Conflicts of interest
- Financial disclosure

- Personal property
- Volunteer dress
- Vehicle use
- Grievance policy
- Firearms, ammunition
- Discrimination, bullying, harassment
- Evaluations
BEFORE RECRUITMENT

POLICIES AND PROCEDURES (in writing!)

• Interviewing and Screening Volunteers
• Orienting and Training Volunteers
• Recruiting Volunteers and Connecting to Opportunities
• Placing, Supporting, and Supervising Volunteers
• Termination of, Mediation for Volunteers
• Recognizing Volunteers
• Assessing the Program
• Be specific, be clear.
• Keep record of all policies and procedures and revision dates.
BEFORE RECRUITMENT

ELEMENTS OF AN EXCELLENT POSITION DESCRIPTION

• Title (It should be appealing- avoid terms like “assistant” or “aide”)
• Purpose of position (connection to agency mission, impact of work)
• Required/desired qualifications
• Tasks and duties
• Training required
• Commitment (flexible hours?)
• Work location and environment (work in groups, around others, solo, virtual)
• Supervisor

Beware of state agency lingo. What language would appeal most to your audience?
EXAMPLE 1A:

Volunteers may help in the office with clerical duties such as computer data entry, filing, packet preparation, photocopying and more. Volunteers may also be trained to answer phones and help at the front counter. This is a great assignment for someone who needs office training, needs to keep up their office skills while not working or to practice office skills.
EXAMPLE 1B:
No experience necessary. We will train you! Staff members love working with volunteers. This work contributes to the effectiveness and efficiency of our office. It is critical that our information remain organized and accessible and your help makes that possible. Volunteers may help in the office with clerical duties such as computer data entry, filing, packet preparation, photocopying and more. Volunteers may also be trained to answer phones and help at the front counter. This is a great assignment for someone who needs office training, needs to keep up their office skills while not working or to practice office skills. If just one or a few of these tasks is particularly appealing, let us know!
RECRUITING VOLUNTEERS
Everything MUST BE UP TO DATE!
Facebook
Twitter
Instagram
E-mail Addresses
Mailing Addresses
Phone Numbers
Fax Numbers
THOSE DARN MILLENNIALS
BABY BOOMERS
RECRUITMENT

• Get your team together! Know staff strengths. Ask other agency employees to spread the word
• How many volunteers do you hope to recruit?
• ASK.
• Start with existing volunteers, students, clients.
• Consider your spheres of influence: Friends, family, neighbors, community members (church, clubs, sports, etc.)
• Post request through service-learning center at universities, specific departments within universities
• Write an article/blog post for local paper
• Connect to local businesses (pro bono, or to promote opportunities)
RECRUITMENT
RECRUITMENT

• Contact existing service, professional and community organizations (Rotary, Kiwanis, Network of Young Professionals, Access Tallahassee, Chamber of Commerce, etc., trade associations, senior centers, etc.) about “adopting” your department/divisions and its needs.

• Partner with local business; its employees assist your agency as a corporate initiative

• Sign up with volunteer matching sites: VolunteerHub, VolunteerMatch, AllForGood, LinkedIn

• Social media: Facebook, Instagram, Twitter
RECRUITMENT

MATCH AND PLACE:
• What does the volunteer enjoy?
• What are the volunteer’s skills and abilities?
• What opportunities do you have available?
• Connect these elements!

• Respond promptly to all inquiries.
• Is there another task or area better suited for the volunteer?
• It’s ok to acknowledge poor fit.
WHEN WORKING WITH VOLUNTEERS:

• Pay attention to the little things.
• Remind volunteers periodically about the impact they are making
• Ask whether the role matches their needs, expectations
• Solicit feedback, confirm what you think you’re hearing if there are concerns
• Keep records: who, what, when, where
THANK YOU!
Convening for State Agencies: Volunteer Management
Tuesday, May 23, 2017