Best Practices for Volunteer Management

Having a strategy to manage and retain volunteer labor is the best way to effectively use volunteers in your program. There are several ways in which a program can organize how volunteers are recruited, trained, used, and recognized within a program. Taking the time to develop policies and procedures ahead of using volunteers is the best strategy to ensure success.

A volunteer manager is recruited and hired.

Staff create policies and procedures for volunteer management , including how to disengage with a volunteer, are created before recruiting volunteer staff.

An agency decides what work is needed and what positions are available for volunteers before accepting offers of volunteer labor.

Volunteer skills and interests are matched with the tasks needed by the agency.

A variety of volunteers are recruited, including: retirees, immigrants, and students.

All volunteers are required to sign a confidentiality agreement before starting at the agency.

A time commitment is required from volunteers.

Volunteers receive agency orientation and program and task-specific training.

Volunteers are evaluated and their performance is reviewed.

Volunteers are encouraged to take additional training.

Volunteers are encouraged, when appropriate, to develop areas of expertise and to pursue increasing levels of responsibility within an agency

Volunteers are asked for feedback regarding their experiences with the agency.

Volunteer labor is recorded and calculated with a dollar value as in-kind support and is used to leverage grant funding.

Volunteers are recognized and shown appreciation.