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# An Intro to Volunteer Management

By Patrick Ryan (Rugby Manitoba)

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# Agenda

- Define a successful Volunteer Program
- Common Components of a successful program
- Importance of Risk Management
- Recruitment Tips
- Best practices of Retention
- Recognition Strategies





# The Three R's

The three (four) R's of volunteer management are as follows;

- **Recruitment**  
Finding New Talent
- **Retention**  
Keeping your existing volunteers
- **Recognition**  
Saying thankyou and acknowledging great work
- **Risk Management**  
Protecting your organisation

# — What makes for a quality **volunteer** **program?**



## Tip

Put your answer in the  
chat!

No wrong answers

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# Having a clear volunteer plan

(And sticking to it)

The following are some  
**Common**  
**components** from  
successful volunteer  
programs.





## **Job Descriptions**

CLEARLY DEFINED



## **Recruitment Plan**

Where and when?

And Why?

Targeted message for each medium



## **Application Form**

Get to know your volunteers!

Why do they want to volunteer?



## **Interview**

Further develop the relationship.

Ask for skills, interests, experiences.

Are they a good fit?



## **Orientation**

Share who you are and why you are here!

Culture, policies, procedures.



## **Training**

What do they need to succeed?



## **Background Checks**

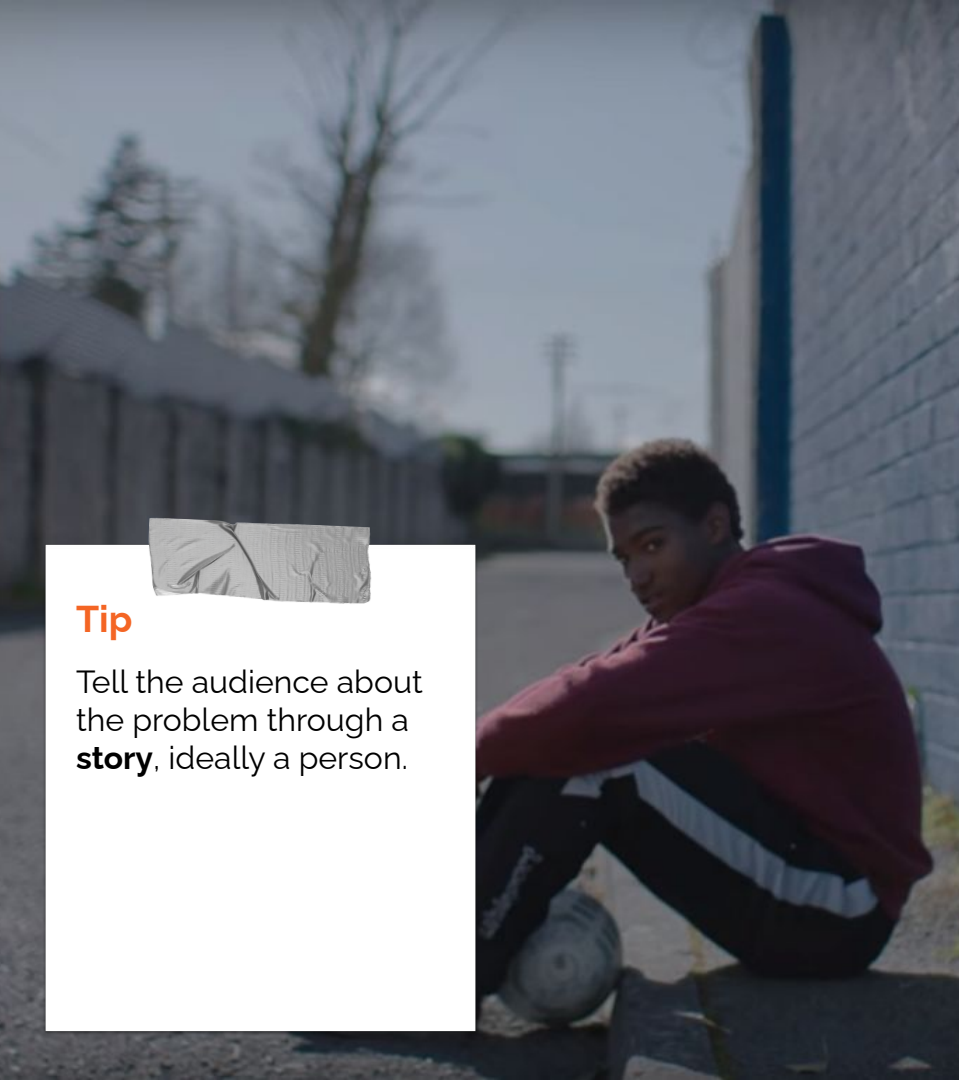
Particularly with children



## **References**

Something to consider, ask about experiences.

Have they seen the candidate in similar roles?



### Tip

Tell the audience about the problem through a **story**, ideally a person.

## Risk Management

Protect your organisation from all that could go wrong.

Ensure they are registered on Sportlomo!



# Retention. Keeping the volunteers you have!



**Tip**

It is far easier to keep your existing staff than to find and train new ones every year.

# Why do some leave? And some stay?

Three main categories





## Differences in Expectation.

- Organisational Culture
- Workload vs Job description
- Time Commitment
- Communication (lack thereof) and style
- Motivation and philosophy



# Disengagement

Maintain the relationship!

It is extremely important to identify and address signs of disengagement early, prevent a crisis from happening!

uch as the specific complex moves Alberto learned throughTranslated his 30 goals in 21 games performance stats.



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The unfortunate reality is that sometimes people leave for circumstances we cannot control.

**Life...**



## 3. Recognition

- **Every person is unique!**  
Ask them what they want to learn? do ? see?
- **Recognise Professional Work Meaningfully**  
Credit them professionally, publicly.
- **A Personal Gesture**  
It should never be underestimated how much a handwritten note or thank you is worth.

# Breakout Room Questions

What tactics have you found useful for recruiting volunteers?

What has kept you volunteering/  
What has made you leave a volunteer position.

How have you seen volunteers been rewarded in a meaningful way

*5 minutes then report to the group! It will be compiled in a list and shared!*