

Ray Yocopis
Community Education and
Volunteer Program Manager

Ashley Henderson
Volunteer Coordinator

VOLUNTEER

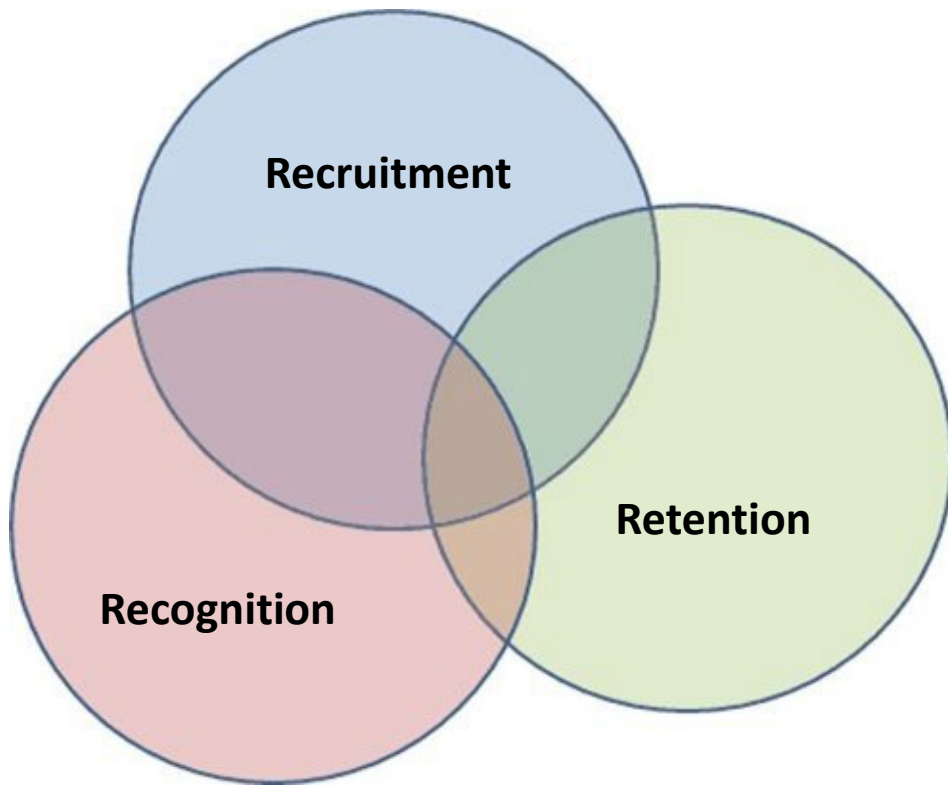


Managing Volunteers



Neighborhood Services Department





Recruitment
What motivates? What needs does the volunteer have? What opportunities do we have? What messages?

Recognition
How will we demonstrate appreciation both formally and informally?

Retention
What does the volunteer need to stay connected? What support do volunteers need?



Recruitment

The process of showing people they can do something they already want to do.




Know your Organization

- Do you understand your organization's
 - History
 - Culture
 - Cause



Understand Your Needs

- What do we need?
 - What skills / interests?
 - How will this help us?
 - Are we open and friendly?
- 

Ways to Recruit

- Ask!!!
- Organization's website
- Social media
- Volunteer websites
- Schools
- Faith-based organizations
- Corporations



Retention

The ability to keep volunteers involved in an organization.





How to Retain Volunteers

- Motivation
- Engagement
- Reflection

Motivation

- Communication
- Be prompt
- Be thorough
- Use their name often
- Call, text or email

Engagement

- Be prepared
- Communicate
- Orientation
- Make sure everyone is engaged
- Communicate



Reflection

- After the project or event
- Recap
- Encourage feedback
- Evaluate
- Say thank you

Recognition

Acknowledging the effort of volunteers.

- Informal

- Immediate
- Day to day
- Be specific

- Formal

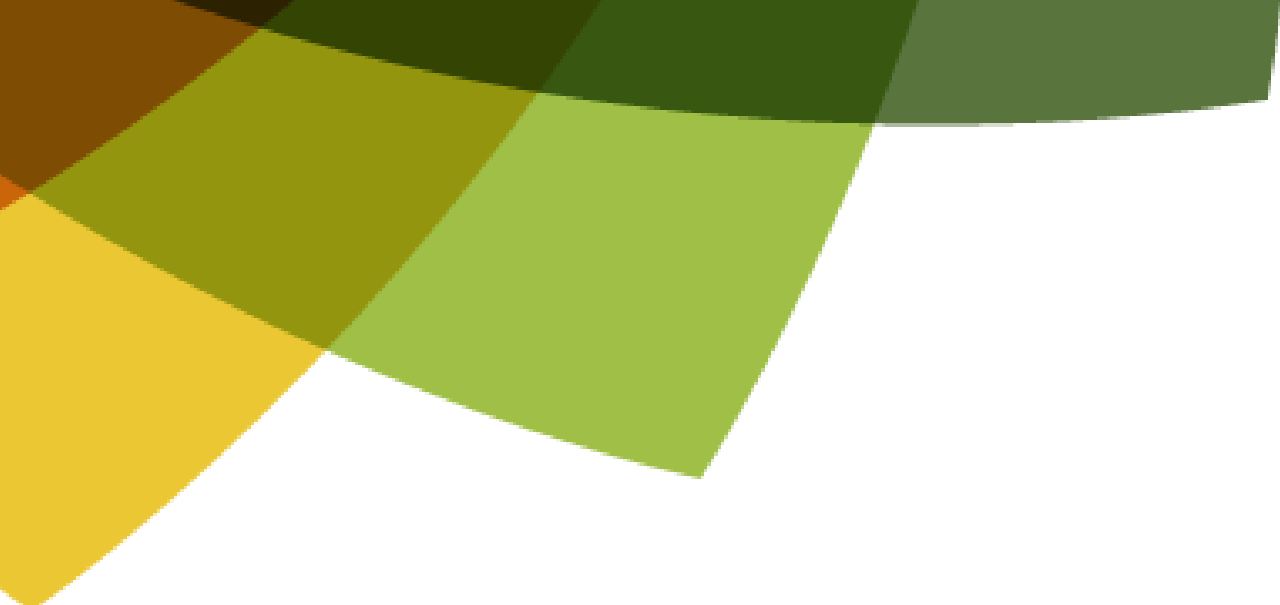
- Awards
- Certificates
- Special event





Celebrate Your Success

Organize a neighborhood party, large or small, to celebrate your work and to plan for future events.



Thank you

Ashley Henderson
Volunteer Coordinator
Ashley.henderson@phoenix.gov