

10 Considerations when Working with Volunteers

Effectively incorporating volunteers into your program takes planning and organization. In order for the relationship between volunteers and the program to be mutually beneficial, volunteer labor should be governed by policies and procedures just like paid staff. These policies will help the program recruit and retain volunteers that will contribute positively to the program.

Volunteers must be managed. A volunteer manager should be appointed and trained.

Volunteer skills and interests should match the organization's needed tasks.

The agency should have policies and procedures in place before recruiting volunteers.

Volunteers should be given clear expectations of roles and responsibilities.

Volunteers should be trained on agency and program policies and for the assigned task.

Volunteers should be recognized for their work.

Improperly trained volunteers are a liability for your program.

Having a good volunteer program takes time and effort.

It is OK to say no to someone who offers to volunteer.

An unhappy volunteer can be damaging to your program.