



Supervising Volunteers

Condensed Course

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Instructions

Within your groups, answer the questions below.

A. Think of a negative volunteer experience you had. To what extent did your supervisor contribute to its negative qualities?

1= did not contribute at all 5= contributed significantly

B. Think of a really great volunteer experience you had. To what extent did your supervisor make it positive?

1= did not contribute at all 5= contributed significantly

C. What are the principle challenges your agency faces in terms of supervising volunteers?

Steps to Supervising Volunteers

1. Define and communicate clear expectations.
2. Guide and support volunteers
3. Ensure that volunteers feel rewarded and recognized.

Define and communicate clear expectations

Volunteers need and deserve clarity about...

1. Significant agency policies, procedures and operations that affect them or that they effect.
2. Their responsibilities and functions toward the agency and its clients.
3. The agency's responsibilities toward them.

Define and communicate clear expectations

- Don't simply hand volunteers piles of paper- review the information with them
- Cover items *relevant to the volunteer* only
- Create a culture that encourages questions

2) Guide & Support Volunteers

Give volunteers:

- Instructions
- Direction
- Feedback
- Corrections
- Information
- Freedom

... so they can perform their functions well.

Principles for Effective Volunteer Guidance

- Take care of the person, not the task
- Provide guidance in the way that works for the volunteer, not the way you think is right.
- Support, rather than control, the volunteer's efforts.
- Your tips?

Ensure Volunteers Feel Rewarded

What are some ways that you can reward or recognize volunteers that appeal to the different social motivators?

For More Information:

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1-800-Volunteer or (401) 421-6547

www.vcri.org or www.pointsoflight.org