

Recruiting, Using & Managing Volunteers

By: Phil Winder

The definition for volunteer is:
A person who offers to help or work without expecting payment or reward.

64.5 Million Americans
Volunteer
Annually

How does a volunteer become a volunteer?

- 42% Inquire with the organization about volunteer opportunities.
- 41.6% Volunteer because someone from the organization asks them to volunteer.

Where can we find volunteers?

- Word of mouth from your staff.
- Local churches.
- Christian schools, colleges, home school groups.
- Local civic organizations, clubs.
- Work release programs, internships, snowbirds, summer students.

How to be fruitful in recruiting volunteers.

- 1. Be specific about your needs and your expectations.
- 2. Be proactive in sharing your need
- 3. Show the end result of their work
- 4. Pray for Godly connections
- 5. See the value not just the volunteer.

5 Things Your Staff Needs To Know About Volunteers.

- 1. Who's in charge.
- 2. The cost of being a volunteer.
- 3. Volunteers cannot read your mind.
- 4. They want to engage in ministry.
- 5. They want to work.

What do volunteers do for our ministries?

- 1. Accomplish jobs we need done.
- 2. Provide a public relations voice.
- 3. Provide prayer support.
- 4. Provide financial support.
- 5. Possibly may be our next staff member.

Volunteer Problems

- 1. Overstating their skills.
- 2. Know it all mentality.
- 3. Scheduling Conflicts.
- 4. "I'm doing you a favor" attitude.
- 5. Gossip

Combating The Problems

- 1. Ask a lot of questions. Have them fill out applications.
- 2. Don't let attitudes spoil the morale
- 3. Ask a lot of questions, plan, set up a calendar you both can live with.
- 4. Isolation, separation. See # 2
- 5. Isolation, separation. See # 2

Recognizing Volunteers

- 1. Certificate of Appreciation
- 2. Giving a team photo or photos
- 3. Giving a "T" shirt, hat, pen etc.
- 4. Giving a thank you card
- 5. Giving a verbal thank you from our CEO.
- 6. Mailing a thank you letter to the church, or pastor.

Personalize Each Volunteer

- 1. We treat each volunteer individually.
- 2. We customize each group's volunteer experience.
- 3. We emphasize Happy, Happy, Happy! We want them to return.
