VolunteerMatch

**Learning Pathways
Recruiting
Part 2: Recruiting for a Role**

Welcome!

This is a new format for learning at VolunteerMatch

- Designed for more participation.
- All resources and slides will be available afterwards.
- I want to hear your feedback!
- All previous sessions and resources are available on the Learning Center.

VolunteerMatch

Did you attend Part 1?
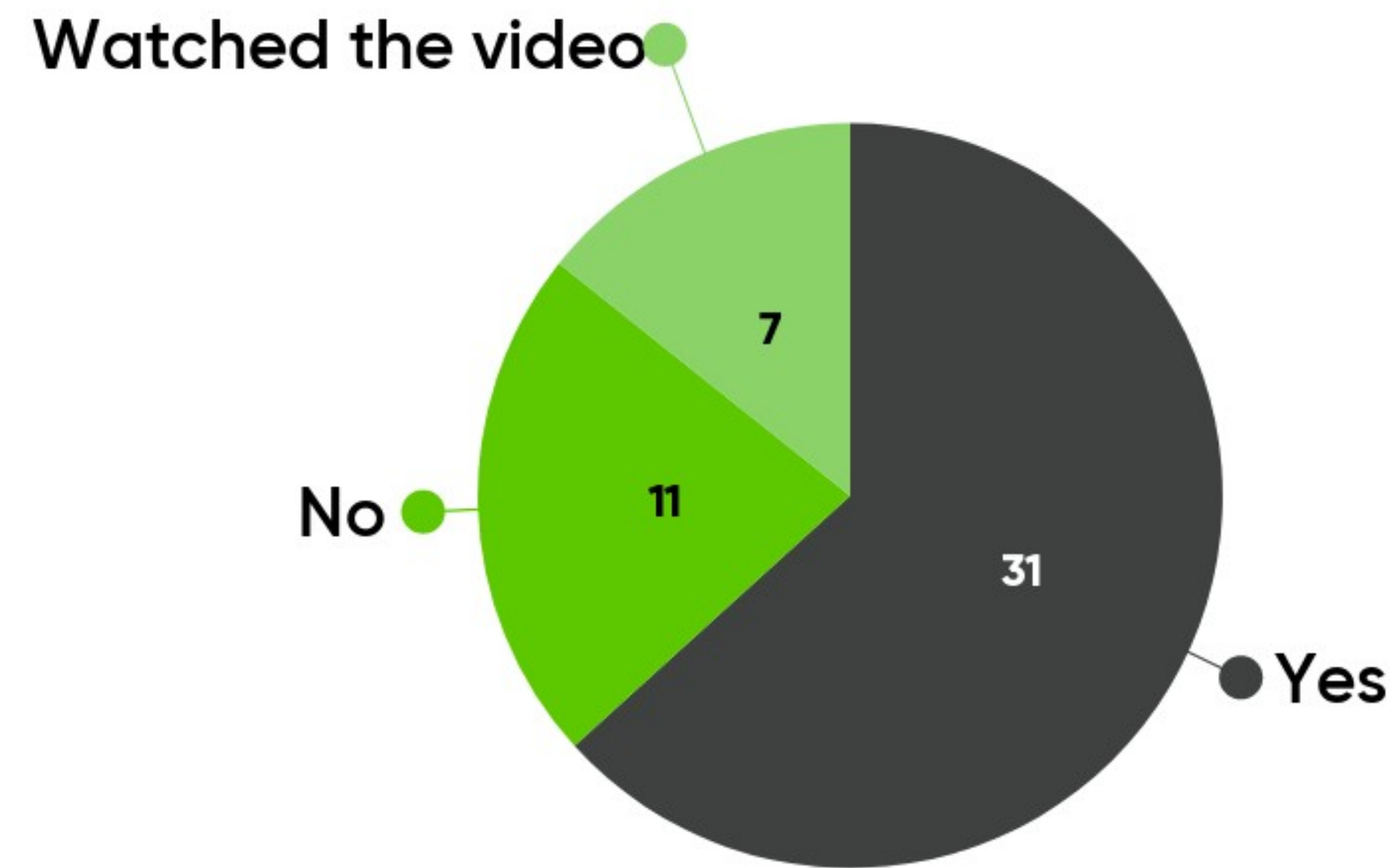
If you attended Part 1, did you do any of the following? (select all that apply)
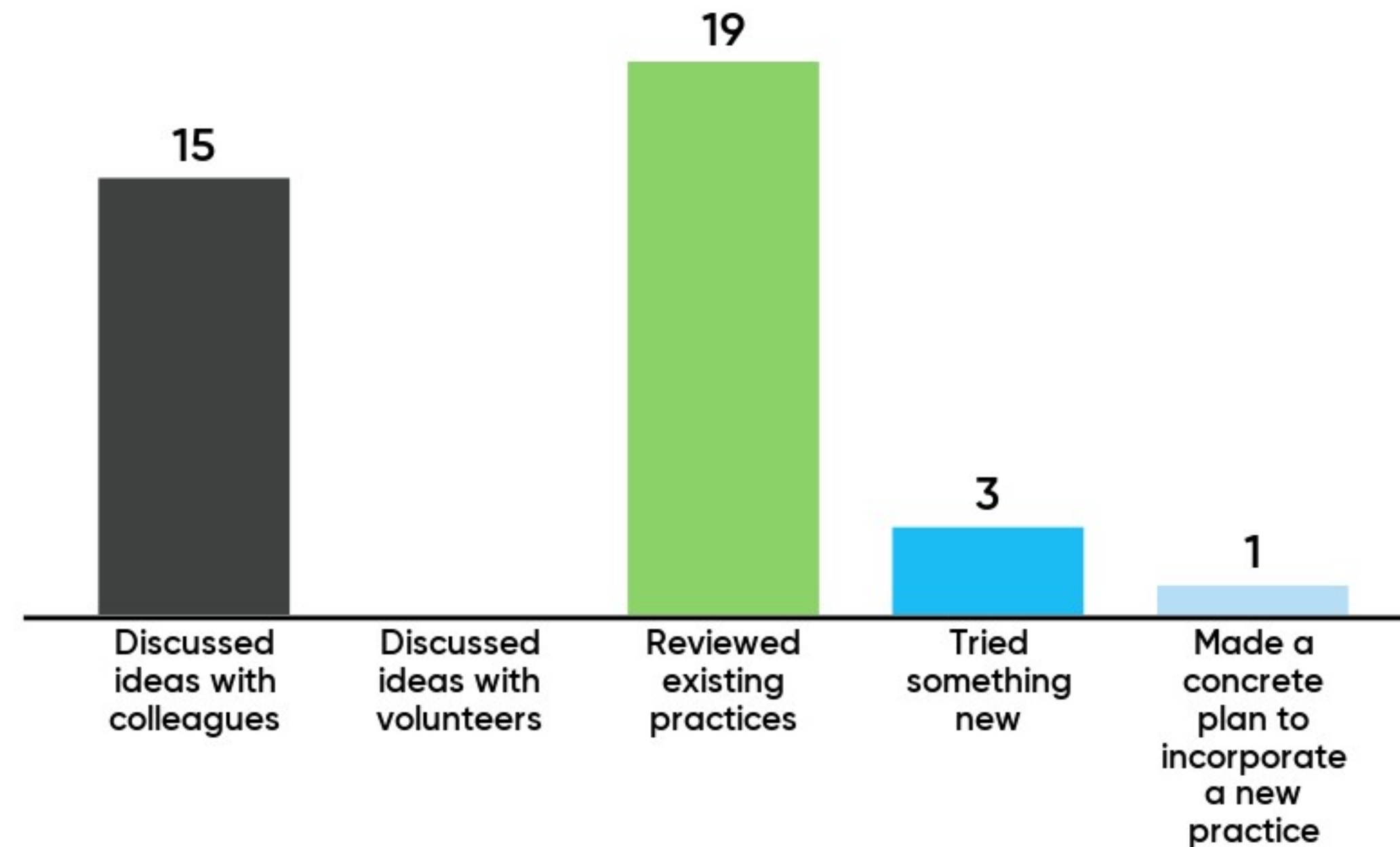
Inviting Volunteers In

Expressing interest is the first step:

- Is the volunteer a good fit for your organization?
- Is the work available interesting or meaningful to the volunteer?
- Are they – or will they be able to – complete the work safely and successfully?
- Does the experience you're offering meet their expectations?

How can we answer these questions?

- Screening – position descriptions, interviews, background checks
- Orientation – SOPs, setting and managing expectations, risk management
- Training – what does a volunteer need to know to be successful? Initial and ongoing
- Supervision and Evaluation – refocus, retrain, reassign, dismiss

How well are your onboarding processess working now? Where do you need help?

Working with program staff to know their needs/wants in vols

Needs basis

We need an onboarding process and centralize it throughout the organization.

Our volunteers don't need much training, so pretty well

They could use some fine tuning but have worked thus far.

Succeeding in teaching folks about our mission

So many onboarding steps required by the standards of our national organization.

well defined but always can improve to provide better training and experiences

1

43

How well are your onboarding processess working now? Where do you need help?

Converting volunteers from application stage to completing orientation (we tend to lose people in between)

Most of our volunteers actually volunteer with other organizations. We are mostly involved in helping them to find these opportunities.

B+, It works well but could definitely be standardized.

Depth of orientation

At Milwaukee Habitat - onboarding Construction and ReStore volunteers is good. No onboarding in place for other types of volunteers.

need to keep it short, but also share a ton of info. Unsure of how well orientation and training combined are working, but separating them makes it so long

Our onboarding doesn't emphasize how many domains a new volunteer can opt into (or grow into). FWIW our organization is all-volunteer.

Getting volunteers to not cherry pick the jobs available

1

43

How well are your onboarding processess working now? Where do you need help?

Our training and clearance process is great and runs smoothly! We are currently in need of continuing training/ongoing volunteer opportunties.

onboarding is a barrier - require a long training for new peer support volunteer

need help in streamlining the onboarding process, volunteers get lost in the steps

Getting them to return after orientation. We are an animal shelter with strong odors at times and people also become emotional during orientation and decide they can't do it...

Processes are in a good place, but not all employees place value on sufficient training for one-time volunteers. (We have one-time and recurring volunteers.)

We are in the middle of trying a new process. Trying to focus on targeted recruitment based on roles instead of open recruitment and then trying to fit those volunteers into different roles.

We don't have much of an onboarding proceess; volunteers can just show up at workdays and learn on the job.

Our onboarding is arduous and long - I am working to streamline the process.

1

43

How well are your onboarding processess working now? Where do you need help?

What do you do if, during the onboarding process, you don't think the volunteer is a good fit?

We have trouble with the supervisory staff moving more quickly on onboarding.

There is no on-boarding process. It is not guided. Most have no idea as to where they are needed and how they can match their desires

our orientation is discouraging and has become a roadblock

going pretty well and getting a lot of volunteer interest through VolunteerMatch :) Working on streamlining the processes....

meeting the number of voluteers needed to do programming

Volunteers already do pretty well without any training. Some just need information on our organization and how our non profit started

Pretty good, onboarding but need to work more on recruitment.

1

43

How well are your onboarding processess working now? Where do you need help?

help with creating a positive staff/ volunteer environment and beneficial relationship

One program has really hands-on onboarding for volunteers with that specific supervisor which works well. Another program isn't working well, as unpaid interns are trying to get out of online training

Onboarding and training requirements for hospice is a definitely a challenge.

We require 10 hours of online training before we even do in person training. It's a big time commitment to even start with us.

We have legacy systems that aren't working well and don't have the data to explain the current state. We're just starting to interview volunteers and clients as to what is working and what isn't

on boarding going well. We have different areas where our volunteers help so they have staff overseeing them.

Our process works well (application, interview, drug screen, criminal check, general orientation and then specific job training.). We keep the process consistent for all volunteer roles.

We have extensive training, but may need to wrap around with reminders and how to's following on-boarding. Too much information to retain

1

43

How well are your onboarding processess working now? Where do you need help?

motivating longstanding volunteers with new processes is challenging

Need more helping with how to recruit volunteers.

finding time to screen volunteers when the need for trained/ qualified volunteers is quickly increasing

Our process is a bit outdated. We lack adequate volunteer role training. And our application process may be a little too lengthy with the forms (digital and paper) to complete

We tell volunteers we value them as much as we do our paid employees but I get "I'm retired and just want to help out but not an unpaid employee with all the training demands." It can be challenging.

I like to make sure volunteers are comfortable with whatever role is given to them. I always explain to volunteers, let me know what you're comfortable with and we can work together.

We've started incorporating trial/shadow shifts to make sure the role is a good fit for volunteers

We don't, our volunteer opportunities are low commitment so folks can just show up

1

43

How well are your onboarding processess working now? Where do you need help?

Yes, working well. Don't need assistance on that

Yes. Sterling Volunteers as a national background screening vendor. Sex Offender registry, State DCFS check, interviews, 3 references.

We don't screen all volunteers, but we do have a screening strategy, i do believe it is working quite well

It includes an application, interview and background check. Since currently we are engaging with community partners, we also have a quick interview with their direct upline as part of screening.

phone conversation first

we have a two tier process that utilizes a hiring rubric we tailored from The Must-Haves Starter Kit athttps://www.managementcenter.org/

we do, but it's a pretty low bar phone call. i almost always turn that into an interview.

Online application and orientation videos then interview. We do lose people who chose not to do the online orientation videos.

1

43

How well are your onboarding processess working now? Where do you need help?

screening during orientation but then it can be hard to get volunteers onboarded, can be time inefficient, would like to set up a better interview process

They fill out an interest form, we then reach out to confirm interest and have them watch an orientation on the organization, then we do an interview, then a background check.

background check references

we have a tiered screening process based off a standard rubric we tailored from The Must-Haves Starter Kit developed by The Management Center

Currently developing it.

Orientation is going well and gives much deeper understanding and conversations covered in the online training material

My orientation is a PowerPoint presentation after the volunteer has cleared out onboarding process. I schedule it individually for their first shift and it generally takes one hour.

in person, both small groups and one-on-one

1   43

How well are your onboarding processess working now? Where do you need help?

it definitely does its job to clarify and expand understanding

Developing recorded orientation that will address all volunteers across all university programs.

We are using orientation as a chance to educate potential volunteers but also the public on our organization. Worst case, they don't volunteer with us but now know us a lot more.

Needs more work.

follow up conversations

We could use more regular check ins with volunteers to make sure they have an opportunity to share their feedback and express concerns, or just share what has been going well!

1

43

Screening

Activities should match the responsibilities and scope of the role:

- Additional information gathered during application
- Interviewing – decision makers/supervisors AND the prospective volunteer
- Background Checks – when, why, and what can/can't they tell you
- Reference Checks – personal, professional (if applicable), volunteering
- Risk Management and due diligence

VolunteerMatch

Interviewing Pitfalls

- Not Being Prepared - Don't have questions relevant to position

- Doing all the Talking - Interviewer(s) talk 25% of the time

- Active Listening - Making a decision before the interview is complete, Not asking follow-up questions

- Asking closed ended questions – Reframe as an open ended or situation-based question

- Don't be afraid to say "I don't know" - Follow up with information you don't have

- Just relying on the Interview – an offer shouldn't be made in the interview, Next steps & when and offer will be made

Do you have an screening strategy? How well is it serving you?

We don't, our opportunities are pretty low commitment so folks can just show up

We screen via our volunteer "job" description, plus seeing whether volunteers stick around after their first shift. It works alright!

Filling out an application and a phone call with me

Yes, we have a simple five-question survey.

We do a screening call.

We do a sit down interview and talk about what potential volunteer is interested in doing and go through the volunteer opportunities that are available, so volunteer can pick what fits their interest.

yes -- it's short, to the point, helps me screen out obvious wrong fits. it helps that all prospective volunteers have to meet with me before signing up for any shifts

currently it includes an interview and background check, but can be more or less depending on factors such as age, interest and so on

22

Do you have an screening strategy? How well is it serving you?

We're still figuring out needing background checks or not

We have an application, interview, background checks, and reference checks.

We have an extensive screening strategy and it is effective in screening out volunteers that may not be a good fit for our organization.

We have an application/interview process along with training/orientation for volunteers that stay for longer than a one time position opportunity.

Sort of sometimes the first talk scares volunteers ghost us.

For our mentor volunteers we have a 15-20 minute Zoom interview which has been helpful to get to know the volunteer and adds a personal component to meeting them (we mainly communicate via email).

I meet with them first so that I am transparent about the onboarding process. I can usually tell if its not going to be a good match for us but might be good for another department.

Ours is evolving. We are treating it now as a conversation and an opportunity to make a good, accurate impression.

Do you have an screening strategy? How well is it serving you?

I have an orientation talking about our history and programs along with do's and dont's for safety. I meet them at the site they will be working at and then introduce them to the staff.

All over the place. Depends on who's doing it. It's going to be a big job to overhaul.

training focuses on skills, knowledge, & analysis building & we have volunteers do pre/post self-assessments

22

Orientation

Orienting a volunteer to the mission, the work, and the culture of the organization:

- Sometimes used as/combined with an information session, but should have its own goals
- Set and manage volunteer expectations about the work, responsibilities
- Ensure safe engagement – risk management

Do you have an orientation? Is it doing its job? Is it doing other jobs?

Online orientation works for some. In-person for others. And, paper mailing required for others . . . tough to keep up with at times

at times it is, but always room for changes, with us we serve countless varying cultures and language groups which does make orientation a challenge at times

We do have trainings as orientation. Sometimes they are not completing the trainings. We have both online recorded and also in person orientation.

We orient based on the position and what they will need to know, and ask recurring volunteers to attend training on our culture, values, and standards. They (mostly) appreciate being equipped this way

Yes! It's doing its job. However, it would be good to have more check ins with the various volunteers.

Yes, we have orientation and position specific training.

both sma;ll groups and one-on-one

I have orientations onsite where I talk about the history of the organization and our programs - I then introduce them to staff. I also go over safety protocols while serving.

Training

What do volunteers need to know? And – Risk Management!

5 Assumptions of Adult Learners – Malcom Knowles

- Self-Concept
- Adult Learner Experience
- Readiness to Learn
- Orientation to Learning
- Motivation to Learn

Building Your Trainings

What do your volunteers need to know?

- What needs to be learned on the job?

- What can be learned independently?

Is team building an important part of role?

Create learning outcomes.

- At the end of this training a volunteer will be able to...

Design a tiered curriculum.

- Allow time for reflection, processing, and application, ongoing and professional development.

Where is your current volunteer training strategy supporting your volunteers? Where could it use work?

Always open to answering any questions

We always try to follow up with the volunteers and check to see how they are doing, do they have any questions/concerns.

I just recently had a situation where I had a volunteer who has a neurological problem, but wants to volunteer and easily gets off track. How do you manage a volunteer like this?

we do a launch interview after our training and orientation to ask for questions once they have had some time to digest the info

I want to work on continuing education and updates

could include more cultural trainings, optional trainings, and more in person/virtual options. but always checking in to get the volunteers input on what is needed.

follow up is key. keeps them engaged.

Could you pair that volunteer with another one and have them work together.

7

Designing for Success

Create a safe environment.

- Is it ok to make a mistake? Is it comfortable?

Don't overload your trainings!

- 2-3 learning outcomes per hour, time to process.

Provide multiple ways to access information.

- E.x. In-depth reading, on the job training, job aid

Provide context and support

- Mentoring, training team, plan for a flatter learning curve.

Curriculum Development Worksheet

Training Name:	Training Level:

Pre-requisites:

Learning Outcomes:
1.

2.

3.

Training Delivery Methods:
1.

2.

3.

Training Team Members/SMEs:	Internal/External Resources:

Formal/Informal Testing:

Timeline & Process for Evaluating Retention:

Risk Management!

All the pieces in your volunteer engagement strategy need to do one thing...

Protect your:

- Program
- Volunteers
- Paid Staff
- Clients and Patrons
- Organization

from all of the things that could go wrong – to manage risk.

Risk Management!

All the pieces in your volunteer engagement strategy need to do one thing...

Protect your:

- Program
- Volunteers
- Paid Staff
- Clients and Patrons
- Organization

from all of the things that could go wrong – to manage risk.

Risk Management! Is your approach working? What else do you need?

Volunteer Engagement Risk Matrix

Chart soft risks onto the matrix considering Likelihood and Consequence:

	Negligible	Minor	Moderate	Major	Catastrophic
Almost Certain					
Likely					
Possible					
Unlikely					
Rare					

Green - Low Risk, Yellow - Moderate Risk, Orange - High Risk, Red - Extreme Risk

Saying Yes, and Saying No

It's just as important to learn when to say yes, as it is to learn how to say no.

- Who is the right volunteer – for the work & the organization?
- Give yourself time to reflect on information learning in screening, and don't put volunteers on the spot!
- If the volunteer isn't a good fit – say "no" politely, professionally, and as soon as you can. You are not "being mean" if you can't give the volunteer an experience they want.
- Practice! And trust yourself!

VolunteerMatch

Thank You

Explore the Resource Packet:

- Can the worksheets help you start conversations?
- What addition resources do you need, what resources do you have to share?
- Fill out the Feedback Form!
- Join the LinkedIn Group to share ideas, ask questions, get support.
- Stay tuned for information on what's next!

VolunteerMatch