

Building a Great Volunteer Program



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Module One – Introduction

- Course navigation
- Course guide
- Explanation of course resources
- Course objectives
- The valuable contribution of volunteers
- Unpaid staff
- Building an effective volunteer program
- Relationship-building and providing support
- A professional approach to your volunteer program
- The five components of a volunteer management system
- Review module one

Module Two – Getting your organization ready

- Introduction to module two
- Getting leadership and staff commitment
- Resource: Getting commitment discussion guide
- A supportive environment through staff ‘buy-in’
- Resource: Supportive environment discussion guide/Case Study: Preparing for volunteers
- Quiz
- Building an infrastructure - Spending some money
- Building an infrastructure - Administrative practices
- Quiz (x2)
- Statement of volunteer involvement
- Resource: Sample statement of volunteer involvement
- Review module two

Module Three - Recruiting

- Introduction to module three
- Meaning of recruitment
- Why motivation is important
- Resource: Motivation for volunteering
- Quiz
- Position descriptions
- Resource: Position description template
- Resource: Sample position descriptions
- Quiz

Module Three continued

- Formal application process
- Resource: Sample application form
- Quiz
- Five recruitment methods
- What good recruiters know
- Quiz
- Review module three

Module Four – Selecting and screening

- Introduction to module four
- Interviewing is vital to selection
- The interview process
- Resource: Pre-interview checklist
- Resource: Conducting the interview
- Resource: Developing interview questions
- Quiz
- What is screening?
- Resource: After the interview/case study
- Quiz
- Review of module four

Module Five – Integrating

- Introduction to module five
- What does integrating mean?
- Orientation
- Resource: Orientation tips
- Resource: Adult learning principles
- Quiz
- Training
- Training examples
- Quiz
- Ongoing support
- Guidance through supervision
- Resource: Support through supervision
- Quiz (x2)
- Resource: Re-assignment case study
- Quiz
- When volunteers leave
- Resource: Exit interviews
- Recognition
- Resource: Importance of recognition
- Review of module five

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Module Six – Retaining

- Introduction to module six
- The reality is that volunteers leave - top four retention strategies
- Resource case study #1
- Quiz
- Resource case study #2
- Quiz
- Resource case study #3
- Quiz
- Resource case study #4
- Quiz
- Resource: Top retention strategies
- Review module six

Module Seven – Review, wrap-up

- Course review
- Additional references
- Wrap-up