



We discussed that often we send our volunteer coordinators/managers to training and then wonder why the rest of the staff are not welcoming volunteers into their daily work culture. There is a significant need to train all our staff on the importance and role of volunteers within our organizations. This will dispel many myths and misconceptions that create fear in our staff and a disconnect with our volunteers. Also, we train our volunteers on how to work within our culture but frequently do not train our staff who work with and supervise the volunteers daily work on why they are here or how to best motivate/correct problems with your volunteers.

## **Below are the notes from our round table discussions:**

### **Internships**

- Differences between interns/volunteers
- Interns are there for Educational reasons
- Learning needs to be Intentional
- Internships must be Mutually Beneficial
- Desires of most interns for experience:
  - learning- skill building
  - Career Focus
- Commitment from agency or org-career focused
- Most interns are required to Deliver Product-educational Finding

### Interns

Local Universities-Prof. to track /match needs  
SCA  
AmeriCorps-Service Programs  
Botanical Gardens and other groups

### Other Considerations

Travel-Allowances  
Housing Costs  
Training  
\$\$\$\$\$ time & budget for project being undertaken  
Reporting Requirements - for student, school and for organization  
A champion or 2 to make it happen (taking it from Root to fruit)

### **Making Volunteers Part of the Norm:**

Baby steps- you cannot change a culture overnight, do not get frustrated by setbacks  
Top leadership engagement is a must  
Train Middle Management on program to assure their support and buy in  
Make volunteer supervision a Stepping Stone on Career Ladder to management role  
Professionalize Volunteer program and volunteer coordinator/ manager roles  
Create Policy—Supervisor training for coordinators  
Project Maintenance needs volunteer to compliment  
Everyone needs introduction to overall organization and that volunteers are part of structure  
Drop in opportunities on website to increase episodic volunteer incidents  
Create meaningful relationship/positions for both agency and volunteer

### **Planning for Success:**

Culture Change  
Address barriers  
Match Volunteer to Right Job  
Needs Assessment  
Staff Buy In  
Take only Volunteers Matching Needs  
Meaningful Experience  
word of mouth recruitment

Not Free Plan for:

- costs
- oversight
- staff time
- equipment

Know When to Say "Good Bye"

**Retentions / Motivations:**

Incentives

- campsites
- amenities

Earn Points Thru Hours for Awards

Recognition

Know Volunteer Need / Be Flexible

- Skills & Use

- Plan Projects

- Establish Committees / Know what's up

- Program Stabilization

**Recruitment:**

Advertise

- Website

- Work camper

- Volunteer.Gov

- Clearing House

- Sign Visitor Center / Location

- Story in Newspaper

- Press Release

- Duty Statements

  - Send to Service Groups

  - Business

- Google Volunteer Opportunities in Area

- Social Media

I hope these notes help you recall the wonderful discussions we had in our Volunteer Round Table Session at APPL in 2010.

Dorie Murphy

Community Resources Coordinator

USACE - SWF - Trinity Regional Lakes

Office - 469 645 9075