

The strength of a tree can be measured by the reach of its branches.

We are a social agency passionately committed to empowering individuals through the delivery of our services and solutions, firm in the conviction that we all have a responsibility one to another and that our community is made stronger through our work.



You can support our work in two very important ways:

- 1** Volunteer Your Time: Create your own volunteer profile to receive volunteer opportunities that match your interests.
- 2** Leave a Legacy: Designate a donation to Kelowna Community Resources through the United Way or leave Kelowna Community Resources a gift in your will.



**Kelowna
Community
Resources**

Office Locations:

120-1735 Dolphin Ave. Kelowna, BC V1Y 8A6
Phone (250) 763-8008
Fax (250) 763-7608

255 Lawrence Ave. Kelowna, BC V1Y 6L2
Phone (250) 763-8058
Fax (250) 763-6282

Office Hours:

Open Monday to Friday
8:30 a.m. - 12:00 p.m.
and 1:00 p.m. - 4:30 p.m.

www.kcr.ca

Overview of Volunteer Management

Community Information
and Volunteer Centre



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Overview of Volunteer Management

Volunteers are vital to the success of many organizations. It is no surprise that these challenging economic times create an urgent need for talented volunteers and effective managers of volunteers.

In this 4-day course you learn to help achieve your organization's goals as well as the personal aims of the volunteer.

You Will:

- Master the volunteer retention cycle
- Understand current and emerging issues
- Harness the complexities of leadership
- Market successful volunteer programs

Special Features:

- Learn in a variety of ways including hands on practice
- Learn from talented specialists who have worked, or are working, in the field

Since attending this course I realized that there is great economic value so I ... made the case for a volunteer budget ... and it was approved!

- Learn with a network of peers faced with the same challenges
- Learn from valuable reference materials and sample forms that you can use back on the job the very next day



You will cover two modules each day:

1 VOLUNTEERISM

- Identify trends in volunteerism
- Consider how trends affect the profession
- Discuss the role & skills of volunteer managers

2 COMMUNICATION

- Understand the complexity of effective communication
- Expand personal communication skills that will enhance relationships
- Understand the problem solving / decision making process in managing volunteers

3 PLANNING PROGRAMS

- Explore the purpose of planning programs for volunteers
- Discuss budgeting
- Identify record keeping methods

4 RECRUITMENT

- Explore who volunteers and why
- Draft position descriptions
- Enhance knowledge of recruitment strategies
- Consider social networking in recruiting
- Explore the implementation & evaluation of recruitment campaigns

5 SCREENING & PLACING

- Learn 10 steps of good screening practices
- Consider ways to manage risk
- Understand the importance of interviews
- Discuss reference checks and records checks

6 ORIENTATION & TRAINING

- Explore the purpose & methods of orientation & training
- Discuss adult learning styles
- Identify ongoing training needs

7 RECOGNITION, RETENTION & SUPERVISION

- Understand the importance of supervision of all volunteers
- Discuss creative & meaningful recognition
- Explore the volunteer life cycle
- Consider how discipline & dismissal apply

8 VOLUNTEER-STAFF RELATIONS & EVALUATION

- Discuss volunteer-staff relations
- Consider different types of evaluation
- Place economic value on volunteer activity



Community Information & Volunteer Centre

Community Information & Volunteer Centre is a leader in the development and promotion of volunteerism in the community.

We do this by:

- Inspiring individuals and organizations to embrace volunteerism.
- Building capacity for effective local volunteering by providing education, training and resources.
- Providing leadership and advocacy on issues related to volunteerism.
- Connecting people with opportunities to serve.

Sessions run each Spring and Fall, two days per week for two weeks; 9 am - 4 pm