



## The ABC's of handling volunteers

### Be prepared for when they arrive

- ✦ **Identify specific jobs** you want volunteers to do and write a description with basic instructions on how to do the work. This is especially important if they will be doing tasks requiring sequential steps and responsibilities which move across various office domains or departments.
- ✦ **Identify any special circumstances or challenges** needing attention due to your context.
- ✦ **Identify and locate tools, materials and resources** needed for them to complete the tasks assigned.
- ✦ **Estimate the amount of time and number of volunteers** needed to successfully complete the tasks.
- ✦ **Identify and train the person or persons who will be responsible for orientation, training and supervision** of volunteers.
- ✦ **Create a volunteer orientation packet** This can also be sent to them ahead of time so when they arrive they will be prepared.

### Prepare them before and when arrive...the minimum criteria set will be the maximum criteria met.

- ✦ **Create an orientation program** which familiarizes the volunteers with your organization, your vision, and the population you serve (taken from the orientation packet).
- ✦ Try to **anticipate and answer as many of their questions ahead of time as possible**. (Where can I park? What should I bring? Do you accommodate young children? etc.)
- ✦ **Make clear your expectations for volunteers** such as timeliness, dress, notification if unable to come, professional decorum, work quality etc.
- ✦ **Provide clear directions** for the tasks they are to complete
- ✦ **Insure they know who is responsible for their supervision and facilitation**
- ✦ **Go over issues related to safety**
- ✦ **Sensitize them to the culture and** people with whom they will be working and serving.

### Key things which make volunteers want to return

- ✦ They like to feel welcome and that they are doing something significant
- ✦ They want to know you are prepared and organized
- ✦ They want to do interesting work
- ✦ They want to be appreciated
- ✦ They like learning something new
- ✦ They want to know that they are serving God