

# Millionair Club Charity's Volunteer Program

Multiplying Our Impact

# Agenda

- Roll out MCC's plan for robust Volunteer Engagement
- Practice key skills for working with and supervising volunteers.
- Distribute the MCC Volunteer Management Policy

Why bother with  
volunteers?

# Volunteers...

- Increase our capacity to serve
- Improve the quality of our services
- Educate and involve the community

# We're coming from...

- Few, limited opportunities for volunteer involvement:
  - Meals
  - Board Service
  - Vision Clinic
  - Special Events
- Highly informal

## ...and moving to an integrated system.

- Common definitions, policies, and tools
- Valuable volunteer data, easily accessible
  - Contact Info
  - Skills and Knowledge
  - Preferences
  - Availability
- One set of rules for everyone, staff & volunteers
- Volunteers to all levels, in all departments

# Creating Volunteer Jobs

What jobs might volunteers  
take on in your area?

# Every job needs...

- A value to MCC
- A supervisor
- A list of the tasks to be done



# Every job needs...

- Skills, knowledge, attitude, etc.
- Limiting job characteristics

# Every job needs...

- Defined time requirements
- An understanding of any risks for MCC

# Job Creation Tools

- Staff Request for Volunteer Assistance
- Risk Identification Worksheet
- Leading to Volunteer Management actions:
  - A written job description
  - A strategy for recruitment
  - The volunteer application and acceptance process
  - Assignment to the job, monitoring and evaluation

# Volunteers as Co-Workers

- How do you like to be treated when you are a volunteer?

# Volunteers as Co-Workers

- Working with volunteers
- Supervising Volunteers
- To help volunteers and MCC succeed use
  - “Well done’s”
  - “Opportunities for Improvement”

# System Feedback

- Periodic reviews with supervisor
- Volunteer evaluations of their own jobs and the volunteer engagement system
- Staff evaluations of the volunteer engagement system
- When risks require, Incident Reports, Corrective Action and Dismissal processes
- Exit interview

# Policy and Handbook

- Their relationship:
  - The Policies direct why and how we, MCC, run the Volunteer Engagement Program
    - They are the basis for this training
    - All staff are required to be familiar with the policies
    - All staff sign acknowledgements that they have read and are familiar with the policies, and commit to follow them
  - The Handbook
    - Is the basis for Volunteer Orientation
    - communicates to the volunteers
      - MCC's commitment to volunteers and
      - our expectations of volunteers
    - All volunteers sign acknowledgements that they have read and are familiar with the Handbook, and commit to follow the policies and guidelines in the Handbook

# Hopes, Questions and Parking Lot Review

- What questions do you have that are not already “in the parking lot”?
- Which of the hopes you shared and parking lot items have been addressed?
- What items need follow-up with everyone?
- What items need follow-up with specific individuals?



# Session Review

- Introduced MCC's plan for Volunteer Engagement
- Shared information and practiced key skills for working with and supervising volunteers.
  - Identifying options for volunteer assistance
  - Defining volunteer jobs
  - Working with volunteers
  - Supervising volunteers, including evaluations, corrective action and dismissal processes
- Distributed the MCC Volunteer Management Policy and set expectations for next steps