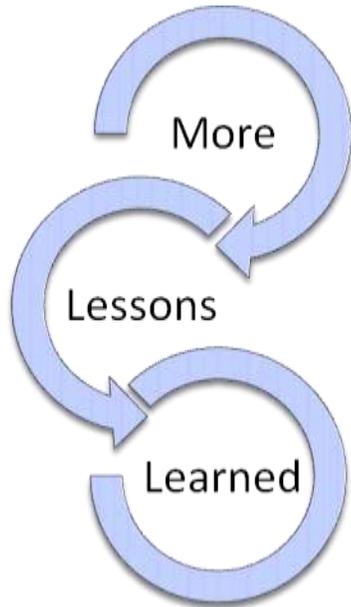


## APPENDIX



# Extras and Appendix

## KEY POINTS *(Click here to go back to Table of Contents)*

- Tips and Tricks [68-69](#)
- Examples, Tracking Forms and Templates [70-104](#)
- Exercises for Self-Evaluation [105-108](#)

## TIPS AND TRICKS

### Stay realistic in your expectations

Remember – these are volunteers! Be grateful when they give their time, talent, and resources to your cause, and be forgiving when they are unable to follow through, if it happens upon rare occasion. If something is critical or delicate, do not simply delegate and forget about it, expecting that this free extension of staff will figure it out alone.

Nurture, train, and reward the loyal volunteers who believe in and want to work long term for your agency, but always remember that YOU are the supervisor, and their donation of time is a gift, not a duty.

Foster a sense of agency/community ownership in your volunteers to increase their sense of commitment and responsibility, and be understanding when they need to cancel for personal reasons. It can be nerve-wracking and frustrating, but as a supervisor, you need to be organized and prepared to handle these challenges when they arise.

Of course, if a volunteer's lack of follow through is chronic, assignment to group episodic projects is a good strategy. Be sparing in criticism and critique, and express gratitude when your volunteers shine for your group!

### Make sure that whoever is doing the recruiting believes in volunteerism

Make sure that person or persons relate to the volunteer. Mirror their image. Do NOT look like one of their bosses or teachers when you go in to speak to new volunteers. Be a partner and peer, not an authority figure.

### Respect and value individuality

Realize up front, that some volunteers want to be leaders while others prefer to simply participate, often behind the scenes. Be creative...nurture and accommodate their individual interests.

### Track hours and keep records

Keep statistics on how many volunteers participate in your projects, events, and programs. Volunteers, especially youth, may need their hours documented if they're pursuing scholarships. Even if your funders do not need this information, the statistics will help in grant writing and in publicity. This also helps volunteers realize the overall impact their commitment and service has had on your agency, mission, and community.

### Planning should not be the *main* component to service

Worrying a year about a one-day event is NOT effective use of time. Don't overthink job descriptions and forms, or be afraid to get out and just do something. Too much focus on planning is an unnecessary barrier to service.

### Find and keep funding for your projects

Everyone can make an ask and learn to be a successful grant writer. Practice makes perfect; the more times you use your elevator speech on a potential donor, or submit a grant proposal, the better you will become at articulating your needs and outcomes to funders. It is a skill that develops over time. If you submit a grant and do not succeed, don't worry; professional grant writers consider a 50% hit rate a success, and they write for a living. Keep trying and encourage your volunteers not to give up. Understand that grant makers want to see media AND results in reports. Develop media contact and get coverage for your events. If you make your funders look good, they are more like to continue their support.

### Incorporate inclusion

Every member of your community has something to share. Make inclusion an intrinsic part of every project and program.

### Don't be afraid to modify anything in this toolkit

This publication is filled with suggestions, based on years of experience in volunteer management. However it isn't gospel. As leaders in the field, trust yourself and judgment as much as you trust someone else's.