



UNIVERSITY of NEW HAMPSHIRE
Cooperative Extension



**Managing a Volunteer Program:
Transcripts of Group Activities**

PlusTime NH Annual Conference

November 8, 2005

Center of New Hampshire

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From the workshop: Developing a Volunteer Program
Kathleen E. Jablonski, Extension Educator, 4-H Youth Development, Presenter
Plustime Conference, November 8, 2005, Manchester, NH

RECOGNITIONS AND WAYS TO REWARD VOLUNTEERS

From the discussion, participants shared the following ways to recognize/reward volunteers or ways to let volunteers know they are appreciated:

- * Gifts/Thank you cards
- * News articles featuring the volunteer
- * Awards/ appreciation/special recognition dinner
- * Verbal support from paid staff
- * A simple thanks and job well done
- * Volunteer awards
- * Personal note and acknowledgement
- * A gift
- * Bulletin board recognition
- * Formally introduce to important figures
- * Offer of a paid job
- * Send flowers
- * Name in newsletter
- * Newspaper article mentioning the volunteer
- * Pictures on the walls
- * Handmade gifts from kids

THINGS VOLUNTEERS SHOULD KNOW AS THEY BEGIN WORKING WITH YOUR PROGRAM

(From the discussion on what should be included in a volunteer orientation session)

- Respect participants
- The kids fun as well as safety is our #1 goal
- Make volunteers aware we're glad to have them in our programs ~ so are our members/kids
- Orient volunteers how to interact/ behave around members. Kids see & hear more than we give credit.
- Follow through w/commitment/times available
- Ideals/values of the program
- Volunteer roles and responsibilities
- Mission statement & what it means
- Hours of operation and expected participation from the volunteer
- Positive/creative atmosphere and how we achieve it
- What makes "good" program planning
- Youth driven programming
- Remember you are a guest/treat the space well
- Do what you say you are going to do. Follow through is very important with children
- We want the parents to go off to work and feel confident that their children are in good hands.
- We must follow the state-licensing guidelines
- What is the volunteer's schedule
- What is the individual children's schedule
- What is the program's overall schedule
- Appropriate behavior language and dress to be working with student
- Rules/expectations of volunteers/staff
- Have fun!
- Kids are priority
- Safety first
- Volunteers are highly appreciated
- All kids get second choices
- We're glad you're here
- Kids are glad you're here
- Positive attitude and creativity are our hallmarks
- How to follow safety guidelines
- How to interact with kids
- Rules/Contract agreements
- Names of staff and other volunteers
- The children see and hear everything
- The children in my program believe the whole world revolves around them. Don't make the conversations with them be all about yourself.
- Compliment on accomplishments not aesthetics/appearance
- The volunteer's actual and honest time commitment

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THINGS TO DO BEFORE YOU LEAVE FOR THE DAY

- Clean up
- Sign out (sign in when you arrive)
- Tell supervisor when you are coming next
- Wrap up/reflect on activity with students
- Plan for next day
- Tell students what to prepare for the next program meeting/activity
- Let children know when you're coming again
- Make sure all children are safely on the way home
- Assist with the cleaning and locking up of space used for program
- Make sure center is locked and secure
- Tell the kids you were glad to be here
- Send youth off with a ☺

LIST ACTION WORDS TO DESCRIBE WHAT A VOLUNTEER CAN DO IN
YOUR PROGRAM

- Drive
- Mentor
- Support staff
- Organize
- Contribute ideas
- Develop lesson plans
- Run a program/event
- Bring a new perspective/view to program
- Provide individual aid during large group activities
- Ooze charisma
- Shape the life of a participant
- Change a kid's attitude
- Model behavior
- Appropriate behavior
- Demonstrate caring

THINGS TO BE DONE “WHENEVER”

(based on a discussion of roles volunteers can assume to help lessen the burden on paid staff)

- * Input data
- * Organize
- * Promote organization
- * Create program
- * Recruit additional volunteers/network
- * Make copies of flyer info
- * Clean kitchen and cook
- * Role model positive behavior
- * Support and back up staff
- * Clean/organize “scary” closets
- * Organize/clean office area
- * Cover program when staff are absent
- * Paper work
- * Connect with and get to know students, other volunteers and staff to create a community of caring

Suggestion: As time allows, create service descriptions for each of these actions that can be handed to a volunteer.