Clarity, Consistency, Community: Building a Culture of Volunteerism

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Coming Up

The Three Cs

Training

• First Impressions
• A Team Approach
• Empowering Volunteers
What are some of the biggest challenges you face when working with volunteers?

- Staff capacity
- Flakiness
- Slow/stretched out learning curve
- “Strong personalities”
Three Rs Vs. Three Cs

Three Rs

• Recruitment
• Retention
• Recognition

Three Cs

• Clarity
• Consistency
• Community
Three Cs

Clarity
- Onboarding Process
  - Requirements, responsibilities, resources
  - Built-in filters
- Organizational Needs
  - And lack thereof!
- Messaging + Actionable Next Steps

Community
- Interaction + Engagement
  - With staff
  - With each other
  - With cause
- Identity
  - Beyond the clinic walls

Consistency
- Onboarding Process
  - Structured, easy, confidence-inspiring
- Training
  - Policies, procedures, context
- Accountability
  - Follow-up + consequences
- Path of a volunteer
  - Opportunities for growth
- Staff Support
  - Staff education
Training New Volunteers: First Impressions

Tools

• Role Descriptions
  • Basics
    • Schedule, commitment, location
    • Responsibilities, required skills
  • Benefits
    • Skills trained/gained
    • Impact on organization
    • Opportunities for growth

• Online Application
  • Should be easy for volunteers AND YOU
  • Self-selecting
  • Response time

• Introduction
  • Digital vs. In-Person?
  • Hard vs. Soft

• Skills Training
  • Policies, procedures, context

• Re-Training
  • Planting the seed!
    • Empowering volunteers
Training New Volunteers: First Impressions

Take it from me:

What did you first notice when you joined CH?
What is most important to you in joining a new organization?
Training Staff: A Team Approach

Common Concerns

Train Towards Empowerment

Why It Matters

• Unified Message - Consistency
• Team Morale - Community
• Retention, Recognition→Recruitment
Training Staff: A Team Approach

Methods

• Presentations
• Small Group Meetings
• Resource Sharing
• UPDATE YOUR TEAM!

• Change in volunteer protocol/programming affects everyone
Top Tips for Working with Volunteers

• Be appreciative.
• Be patient.
• Provide context.
• Don’t be afraid to ask.
• Get to know your volunteers.
• Encourage communication and feedback.
• Relay information.
Training Staff: A Team Approach

Take it from me:

What have you observed interacting with different departments across the clinic?
Training the Trainer: Empowering Volunteers

- Peer-to-peer training
- Recruitment + outreach
- Supervising others
- Developing resources
- Consulting on areas of expertise

- Develop these advanced opportunities WITH staff – how can you better support your team?
Training the Trainer: Empowering Volunteers

Take it from me:

What resources did you rely on to take on new responsibilities at the clinic?

What “flipped the switch” for you that helped you realize you could/wanted to do more?