

# **TEN RULES**

To Successful Volunteer Management & Retention

# Rule I. Volunteerism is an Organizational Value

- Must be incorporated into Free Clinic mission statement
- Must be embraced by Free Clinic leadership at all levels
- Must be valued by all staff, regardless of volunteer contact.
- Essential component of all program and planning activities.

## Rule II: Volunteers must be properly prepared for role

- 5P's - Proper Preparation Prevents Poor Performance
- Each volunteer should have a job description
- Each volunteer should receive appropriate training & orientation for assigned role
- Screening - Credentialing & Privileging.
- Know your volunteers!!!

# Rule III: Volunteer Involvement Requires Realistic Planning

- Building a program based upon volunteers requires accommodating continual change
- The more program parts you have, the more complicated the operation.
- Back Up - Back Up - Back Up!

## Rule IV: Ask What You Want!!

- Do not hesitate to ask volunteers to do what you need
- Volunteers cannot do what you don't ask
- Volunteers seek excellence in their participation - Allow them to succeed!

# Rule V: Recognize & Respond to Volunteer Motivation

- Motivation to volunteer differs for each individual.
- Recognize and accommodate free clinic motives with volunteer motives.
- Motivations change - Keep up to date.

# Rule VI: Timeliness is a Principal Volunteer Enhancer

- Volunteer programs must be timely in response, training and support.
- Delaying response likely means a diminished interest.
- Recruitment must match ability to respond and utilize.

# Rule VII: Expanded Opportunities will enhance Volunteer Experience

- Volunteer motivations change over time
- Free Clinic should provide opportunities to grow in role and experience.
- Engaged Volunteers = Satisfied Volunteers!!

# Rule VIII: Volunteer Programs Need Continual & Constant Replenishment

- You must plan for change in volunteer interests
- Recruitment and role preparation must be continual and on-going.

# Rule IX: Volunteer Appreciation: Early and Often

- Care and Feeding of volunteers is more than nightly pizza
- You cannot thank a volunteer enough.
- Annual volunteer recognition events become a volunteer highlight.

# Rule X: Volunteers and Staff must be mutually appreciated

- Successful volunteer programs always involve core staff support
- If you expect all the staff to "buy in", you must equally appreciate them.
- Ignoring staff recognition can lead to hard feelings and mediocre performance.

# Contact Information

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