

# VOLUNTEER MANAGEMENT

Training Series

Volunteer Centers of Iowa

UNDERSTANDING VOLUNTEERING  
PLANNING  
RECRUITING AND PLACEMENT  
TRAINING AND ORIENTATION  
SUPERVISION  
EVALUATION



**Volunteer Centers of Iowa in partnership with the Iowa Commission on Volunteer Service is pleased to announce an online volunteer management training series that begins on September 14, 2016.**

The online volunteer management series will enhance best practices training and provide a consistent curriculum to be used throughout the state. The webinar series is live, interactive and the online classes are presented by leading experts across the state.

Your involvement in this training series will connect you with other volunteer coordinators/managers throughout the state and provide an opportunity to gain a deeper understanding of this advanced curriculum.

VMTS is geared toward individuals that are fairly new to managing or coordinating volunteers for nonprofits, schools, government sector, faith-based organizations or service organizations.

## **Volunteer Management Training Series includes six sessions:**

1. Understanding Volunteering: Exploring the Heart of the Volunteer Sector
2. Planning: Building A Solid Foundation
3. Recruiting and Placement: Matching Volunteer Skills with Service Needs
4. Training and Orientation: Achieving Service Excellence
5. Supervision: Maximizing the Volunteer Experience
6. Evaluation: Improving Results Using Data and Feedback

**Dates: September 14 - November 22**

**Time: 9-10:30 a.m.**

**Cost: \$125 for all six sessions**

**TO REGISTER**

**<http://vmtswebinar.eventbrite.com>**



United Way  
of East Central Iowa

## SERIES OVERVIEW

**Sept 14, 2016 9:00-10:30 a.m.**

**Shirley Burgess, United Way of Central Iowa**

### Understanding Volunteering: Exploring the Heart of the Volunteer Sector

- Current volunteer trends
- Characteristics of effective volunteer programs
- Volunteer motivation models

**Sept 28, 2016 9:00-10:30 a.m.**

**Sue Driscoll, United Way of East Central Iowa**

### Planning: Building a Solid Foundation

- Conducting basic needs assessments
- Developing position descriptions
- Developing a purpose statement, policies and budget
- Volunteer risk management
- Creating appropriate volunteer positions

**Oct 12, 2016 9:00-10:30 a.m.**

**Lauren Finke, Volunteer Center of Cedar Valley**

### Recruiting and Placement: Matching Volunteer Skills with Service Needs

- Developing and implementing a targeted recruitment strategy
- Crafting a volunteer recruitment message
- Interviewing, screening, and matching techniques

**Oct 26, 2016 9:00-10:30 a.m.**

**Anne Owens, Volunteer Center of Story County**

### Training and Orientation: Achieving Service Excellence

- Difference between orientation and training
- Assess training needs
- Develop effective volunteer training strategy
- Effective training delivery

**Nov 9, 2016 9:00-10:30 a.m.**

**Sue Prochazka, Volunteer Center of Big River United Way**

### Supervision: Maximizing the Volunteer Experience

- Defining and communicating expectations
- Dealing with difficult volunteers
- Developing volunteer work plans
- Recognizing volunteers

**Nov 22, 2016 9:00-10:30 a.m.**

**Patti Fields, United Way Volunteer Center**

### Evaluation: Improving Results Using Data and Feedback

- Benefits and purpose of evaluation
- Methods for evaluation
- Steps to developing and implementing an evaluation plan
- Introduction to logic model
- Levels of evaluation
- Communicating results to constituents
- Deciding what to evaluate