

Guiding your Organization's Staff and Managers to Effectively Engage Volunteers



Presenter:

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Allen County Public Library, Fort Wayne, IN
May 2022



ALLEN COUNTY PUBLIC LIBRARY



AUDIO READING
SERVICE



AUDIO READING

SERVICE

Allen County Public Library Fort Wayne, Indiana



Our Purpose

Fulfilling ACPL's Mission of **"Enriching the community through lifelong learning and discovery,"** by providing broadcast and digital access to audio readings of local news, magazines, and other programming for individuals who have visual, physical, learning or language challenges to reading traditional printed material.



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Ready to Sail?



On Board!

Walking the Plank



Land Lovers

**“Do You
Need
Volunteers?”**

**“What Can
a Volunteer
Do?”**



Identifying Needs

1. What activities you'd like to do but never have time for?
2. What activities you'd like to do but no one has skills for?
3. What are we doing now that we'd like to do more of?
4. What unmet need do our clients have that we have yet to meet?
5. What would better help our staff do their work?





Identifying Tasks



Identifying Tasks from Needs

Questions about Tasks

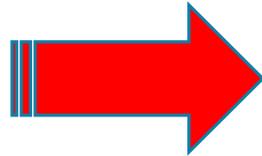
1. Which of these tasks can only be accomplished by paid staff?
2. Which of these tasks are volunteers able to complete?
3. Which of these tasks can a group of volunteers accomplish?
4. Which of these tasks must be accomplished frequently? How Frequent?
5. Which of these tasks can be accomplished 1 -4 times a year?



Volunteer Position Description Components

-  Title
-  Date
-  Purpose
-  Results
-  Duties
-  Knowledge, Skills and Abilities
-  Supervision
-  Commitment
-  Benefits
-  Outcomes
-  Training
-  Interrelationships

Use
Task(s)
To Create
Position
Description



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Volunteer Position Description

Title: _____ Date: _____

Supervisor: _____

Purpose:

Duties:

Commitment:

Interrelationships:

Work Environment:

Physical/Special Requirements (KSA):

Outcomes:

Approved: _____ Date: _____

VOLUNTEER POSITION DESCRIPTION GUIDELINES

The following explanations may be of assistance as you create the Volunteer Position Description for your department. An accurate Position Description is important for both staff and volunteer because it clarifies duties, defines tasks, identifies boundaries and addresses liability concerns.

Department: Your department's title.

REPORTS TO: To whom is the volunteer responsible; who will supervise the volunteer?

POSITION TITLE: The name of the volunteer position.

DATE: The date the position is created or revised.

PURPOSE: A brief description of the position, and how it relates to fulfilling the mission of the organization.

MAIN DUTIES: A list of volunteer duties, in layperson's terms, so that the volunteer and staff have a keen understanding of what this position entails.

Answer phones and take messages when staff are absent from office
Make copies of documents
Stock shelves with canned goods

COMMITMENT: This spells out the times and days needed as well as the length of time you expect the volunteer to stay on the job, such as:

Assistance is needed Wednesday afternoons from 7:00pm to 5:00 p.m.
Assistance is needed any weekday mornings
Position involves commitment of at least six months.
Position involves eight hours of time on a quarterly basis.

INTERRELATIONSHIPS: Describes who the volunteer will be interacting with, such as:

Regular contact with children, agency staff and other volunteers
Regular contact with Genealogy staff minimal contact with patrons

WORK ENVIRONMENT: Describes work conditions such as:

Regular office environment
Outdoor setting, temperature varies according to season

PHYSICAL/SPECIAL REQUIREMENTS (KSAs): Describes what is needed to be successful such as:

Must be able to work independently
Must be able to tolerate stooping and standing
Must enjoy and have ability for detail work
Must be able to type
Must have strong interpersonal skills, with children/youth/older adults
Must be able to lift up to 25 pounds

OUTCOMES:

Social support of elderly clients
Reduce food security in community

Identifying Needs for Your Organization

To effectively engage volunteers, don't ask, "What can a volunteer do?" Don't ask staff, "Do you need volunteers?" This approach is often too limiting and can cause tunnel vision, restricting creative, effective volunteer engagement. The process of creating volunteer position descriptions begins with identifying needs. These questions will assist in this procedure.

1. What are department-related activities we would like to do, but never have time for?

2. What are department-related activities we would like to do, but no one has the skills for?

3. What department-related activities are we doing now that we would like to do more of?

4. What unmet needs do our clients have that we have yet to meet?

5. What would better help our staff in their work?

Cedar Creek Community Center Volunteer Position Description

Position Title: Preschool Assistant

Reports To: Preschool Teacher

Department: Preschool

Date: February 2022

Position Summary: The volunteer will assist teacher in meeting educational needs of students.

Main Duties: Under the direction of preschool teacher:

1. Craft Preparation
 - Cut out items
 - Get out supplies
 - Assist children with craft
 - Clean-up
2. Lead Story Time
 - Read story based on provided lesson plan or theme
3. Activity assistant
 - Watch children during play time with teacher in the room
 - Play learning games with small group of students that teacher has prepared
 - One-on-one help with children with special needs
4. Assist with snack
 - Prepare snack listed on daily menu
 - Pass out snack with child snack helper of the day
5. Clean-up at the end of the day
 - Sweep floors everyday
 - Wipe tables everyday
6. Bathroom assistant
 - Take children to the bathroom in the activity center
 - Three children may go at a time

Commitment:

Volunteer is needed Monday through Friday at 8:00 a.m. to 11:00 a.m. or from 12:00 p.m. to 3:00 p.m. Position involves commitment of at least one year.

Interrelationships:

Regular contact with children, parents and agency staff.

Work Environment:

Busy and may be hectic and loud at times due to children's activities.

Physical/Special Requirements (KSA):

Must be able to work independently. Must be able to tolerate stooping and standing. Must be able to take direction. Must have strong interpersonal skills with children and adults. Must enjoy spending time with children. Must be able to redirect children to the appropriate behavior. Must attend and successfully complete training/orientation session. Must have successfully completed criminal history check, and other procedures required for volunteer involvement.

Outcomes: Improve learning and social skills of children; support professional and education efforts of preschool teacher

Approved: _____ Title: _____ Date: _____

Identifying Tasks from Needs

The next step in effectively engaging volunteers is to look at each identified need and determine what **tasks** must be performed to meet this need. The following questions will assist this process.

NEED: _____

What tasks must be completed to meet this need? List each task below.

Answer these questions about the tasks.

1. Which of the above tasks can only be accomplished by paid staff?
2. Which of these tasks are volunteers able to accomplish?
3. Which of these tasks can a group of volunteers accomplish?
4. Which of the above tasks must be accomplished frequently? How frequent?
5. Which of these tasks can be accomplished 1-4 times a year?