

# 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 Volunteer Iowa is pleased to host an online Volunteer Management training series beginning September 24, 2019.**

The online Volunteer Management series will enhance best practices training and provide a consistent curriculum to be used within your organization. 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 and managers throughout the country and provide an opportunity to gain a deeper understanding of this advanced curriculum.

Our Volunteer Management training series is geared toward individuals that are new to managing or coordinating volunteers for nonprofits, schools, government agencies, faith-based organizations, or service organizations.

**Register here:**

<https://vmtsfall.eventbrite.com>

## **Volunteer Management Training Series includes the following 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 24– December 3, 2019**

**Time: 1:30 – 3:00 p.m.**

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

## SERIES OVERVIEW

**September 24, 2019**  
1:30-3:00 p.m.

Rachelle Talbott, United Way of Central Iowa  
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

**October 8, 2019**  
1:30-3:00 p.m.

Amy Keltner, United Way of East Central Iowa  
Sue Driscoll, United Way of East Central Iowa

### Planning: Building a Solid Foundation

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

**October 22, 2019**  
1:30-3:00 p.m.

Lauren Finke, Volunteer Center of Cedar Valley  
Emma Kain, United Way of Wapello County

### 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

**November 5, 2019**  
1:30-3:00 p.m.

Justin Ellis, Iowa Campus Compact  
Nichole Sorgenfrey, United Way of Muscatine

### Training and Orientation: Achieving Service Excellence

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

**November 19, 2019**  
1:30-3:00 p.m.

Sue Prochazka, United Way of the Great River Region

### Supervision: Maximizing the Volunteer Experience

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

**December 3, 2019**  
1:30-3:00 p.m.

Patti Fields, United Way Volunteer Center

### Evaluation: Improving Results Using Data and Feedback

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