

Volunteer Management Best Practices

Volunteer Recruitment

1. Create a job description with expected time commitment (length of volunteer service e.g. @1 year and hours per month) and desired qualifications of the volunteer.
 - a. Job descriptions should include the following:
 - i. Title - A descriptive title outlining the volunteer opening.
 - ii. Description - Describe what the position entails, why it's necessary, and any qualifications or pre-requisites.
 - iii. Additional Details: Any other necessary information (duration, location, etc.)
 - iv. Contact Information: Provide your Division email address to allow prospective volunteers to reach you.
2. Post volunteer job descriptions in IPPA Engage
3. Send the link of your posted volunteer job description to info@ippanetwork.org for promotion in the Monthly News Round-up email.
4. Candidates apply directly to the division email. Be sure to discuss your Division meeting dates and expectations for availability with candidates.

New Volunteer on-Boarding

1. All volunteers review the volunteer orientation slideshow and forms, which includes the Member Code of Conduct.
2. Schedule a time for the Division Officers to meet with the new volunteer, along with any other pertinent co-workers, to discuss the role, goals and preferred processes.
3. If desired, reach out to info@ippanetwork.org to make them an Engage admin.
4. Send new volunteer access to any necessary communication vehicles, including:
 - o Access to your division's dedicated email account
 - o Access to your Google Drive folders or Workspace
 - o Share any developed division calendar of events.

Best Practices for Team Management:

1. Familiarize yourself and each member of your team with the resources contained in the Division Toolkit.
2. Choose a standing date and time for your leadership team to meet on a regular basis. Utilize Google calendar to schedule your division leadership team meeting. Meetings can be scheduled through IPPA's Zoom account by reaching out to info@ippanetwork.org after checking for conflicts on the event calendar.
 - a. It can be helpful to set expectations for meeting attendance - e.g. asking team members to miss no more than 3 meetings a year
 - b. You might also consider varying meeting time from month to month, if needed, to accommodate team members on different time zones

3. Set up a file share system for your team to use, which is available with your division email account as a Google Drive option.
4. Utilize best practices for “meeting hygiene” in your leadership team meetings. This includes setting an agenda ahead of time and sticking to it (typically sharing the agenda 2 days ahead of the meeting), ensuring the discussion stays on track and keeping meeting minutes as a record and a resource to any team members who are not able to join the meeting.
 - a. It can also be helpful to delineate the purpose of each agenda item (e.g. to inform the team, for the purposes of having a discussion, to reach a decision) to set clear expectations on how you’d like the team to participate.
5. Establishing accountability and keeping momentum: with a virtual, geographically dispersed team, it can be difficult to keep Division initiatives on track given team members’ other roles and responsibilities. We want to ensure our volunteers are engaged, feel appreciated, and do not burn out with their responsibilities. The following are guidelines to that end:
 - a. If meeting once a month, a mid-point e-mail check in can be helpful to ensure “to-do’s” are on track.
 - b. Calls for a sub-group of the team / task force to discuss a specific project / matter in more depth can likewise be arranged outside of the monthly or bi-monthly meeting schedule.
 - c. It’s important to establish clear due dates and outline asks in e-mails. Consider reasonable timelines given the team’s other involvements -- e.g. a week to review a document, two weeks to complete a task, longer time frames with interim check-ins on larger initiatives.
6. Bring questions and concerns that arise in your team meetings to the Divisions Committee Lead and through email. Chances are other leaders are experiencing similar challenges and can benefit from a group discussion.
7. Likewise, please share relevant information that you learn on the Division Committee Meeting calls with your volunteer leaders at your next meeting.