



## Volunteer Engagement Services

Have you ever wondered about the experience of volunteers at your organization? Are they provided a safe and supported environment to do their work? Do you have a plan to manage the risks or liabilities? Perhaps your volunteer core is aging, and you struggle to recruit youth, or do you wonder whether your efforts to recognize your volunteers adequately shows your appreciation.

**Do your volunteers help to propel the goals of the organization forward, could they have a bigger impact?**

*PIN – The People and Information Network, provides a full suite of training and consulting services to help you engage volunteers in a way that is a win-win-win for your organization, your clients and your volunteers. Contact us to find out more!*

### **Volunteer Management Audit**

An audit of your volunteer management practices based on Volunteer Canada's Canadian Code for Volunteer Involvement (CCVI). In addition to a review of your organization's program material, data is collected from staff and volunteers through surveys, focus groups and interviews. A report card is produced based on the results and recommendations and resources are provided based on areas for improvement identified. A good first step for an organization wishing to take stock of their current engagement practices

### **Volunteer Management Training**

We provide training to staff and volunteers based on the Canadian Code for Volunteer Involvement (CCVI). This can be done as a condensed ½ day course or as an intensive 3- part series with such topics such as recruitment, support and supervision, orientation and training and recognition and evaluation. This training provides a foundation for staff and volunteers on the best practices in volunteer involvement.

### **Volunteer Engagement Capacity Building**

PIN has the expertise to provide 1:1 mentorship and consultation for leaders of volunteers on areas such as structure, policy development, strategic planning and evaluation.



### **Volunteer Program Policy/Handbook**

Based on a review of current volunteer engagement policies, procedures and practices, our staff will lead an advisory committee in the development of a volunteer program policy, policies and/or handbook. For organizations that do not have a formal volunteer program, this can include support to set up the required infrastructure, including hiring a volunteer management professional, making budget recommendations etc.

### **Volunteer Management Support**

Our staff can provide support to your team in the engagement of volunteers. We can provide a full-suite of services, including:

- Overall management of your organization's volunteer program, including the development and maintenance of a volunteer engagement plan;
- Recruitment of volunteers based on your organizational needs. Recruitment through PIN outlets (online database, walk-in service, community outreach, high school presentations, etc.) and other activities. Support could also include reassignment of existing volunteers in other positions;
- Intake and screening of volunteers, including but not limited to: collecting and reviewing application forms, personal interviews, reference checks, police records checks, etc. (as per organization's policies)
- Placement of volunteers: following intake process, provide recommendations to your staff for positions available;
- Referral: refer volunteers not applicable to your organization to other volunteer opportunities in the community;
- Orientation of volunteers to the organization, as well as their position, with the assistance of your staff;
- Ensure adequate supervision of volunteers by your staff; provide support, guidance and training to staff for the purposes of supervision of volunteers
- Create and implement a volunteer recognition strategy, with the support of your staff;
- Put in place evaluation processes for the volunteer program and individual volunteers, with the support of your staff. Ensure evaluation processes are adhered to, and evaluations are integrated into program planning;
- Reporting documentation to your staff as needed.