

Volunteer Management NTPT6204

Course Outline

Description:

Volunteers are often the most essential key to the success of not-for-profit organizations. This course will discuss how to effectively recruit, train, manage and retrain volunteers. Utilizing speakers from the community, statistical measurements, video and collective class experiences, students will learn the foundation for effective volunteer management.

Course Goals:

- To provide students with an overall understanding of the volunteer management lifecycle
- To explore the challenges of managing formal and informal volunteer infrastructures
- To enable students to develop strategies for shaping volunteer infrastructure
- To prepare students to plan and conceptualize components of recruitment, retention and recognition for their organization

Course Objectives:

At the completion of this course, the student will be able to:

- Identify areas in their own organization that require change implementation
- Share with colleagues and volunteer leaders how appropriate volunteer management can support organizational goals
- Identify who in our community volunteers and why
- Shape recruitment messaging to attract individuals who are less engaged with the organization
- Identify unique ways to recruit, recognize and retrain community leaders
- Network with other volunteer managers in the community to share resources and best practices

Attendance Requirements:

Students are required to attend 100% of the course in order to receive a completion for this course. Completion reports can be printed from your myWCS account.

Code of Student Conduct

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at The University of Western Ontario, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/board/code.pdf>

Course Schedule:

Day One:

9:00 – 12:00

- Course description and outcomes

- Housekeeping
- Collective experiences
- Characteristics of volunteers
- Staff and volunteer expectations

12:00 – 2:00

- Lunch
- Guest Q&A

2:00 – 4:00

- Volunteer management life cycle
- Professional associations

Day Two:

9:00 – 12:00

- How volunteers impact outcomes
- Recruitment
- Screening
- Retention

12:00 – 2:00

- Lunch
- Guest Q&A

2:00 – 4:00

- Recognition
- Big Rocks