

HOW TO SUPERVISE VOLUNTEERS

Supervision by Professional Staff

Here are some sound rules for the supervision of volunteers:

1. Assign each volunteer to report to a special person, either a member of the paid staff or volunteer chairman of volunteers.
2. Be specific in outlining each worker's duties in the particular job, time involved and when and where the volunteer should report.
3. Be sure a plan is made for introducing the volunteer into his job. This means introducing him to people in the program and giving him the broad objectives of the program.
4. Schedule volunteers for hours of service which will not conflict with their home or business responsibilities and which will leave them some free time. A volunteer needs a rhythm of work and play just as a professional does.
5. Encourage the volunteer to train a substitute or understudy to pinch-hit in case of an unavoidable absence.
6. Ask the volunteer to make progress reports and final reports. This will systematize the work, provide adequate records, give the worker a sense of importance of the task, and allow him or her to benefit from the supervisor's experience.
7. Help the volunteer plan the project and evaluate the achievement. The volunteer needs and is entitled to excellent professional supervision.
8. Make the volunteer feel like a person and not a small cog in a very large wheel.
9. Give the volunteer credit for the effort put forth, for training accomplished, and for unusual achievement. A pin, medal, or some other symbol of achievement is a good device.
10. Maintain continuous contact with all groups using volunteers in order to correct misplacements, more surely fit the volunteer to the job, and encourage others to enlist.