

Working with volunteers

Best Practice 8 Providing supervision

Is someone supervising each volunteer in your group?

Like paid staff, volunteers require direction and feedback on how they are doing. They need someone to say "Good job!" or "How's the job going?" or "You don't seem to be enjoying this task. What would work better for you?"

A volunteer also needs someone who will respond when they say, "I have an idea for improving this program." or "I feel like I am wasting my time" or "I'm ready for more of a challenge."

In other words, they need an assigned supervisor. Volunteers in more complex or risky positions should get more supervision. For example, someone running an information table at a workshop will require less supervision than someone staffing a crisis line. To help ensure volunteers feel like they belong and know what they are doing, the supervisor should regularly check-in to both give and receive feedback.



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This is one of a series of ten best practices on volunteer management based on the Canadian Code for Volunteer Involvement (CCVI).

Call 456-4304 or email info@volunteerbureau.yk.ca for more information.

