



## 10 KEYS TO VOLUNTEER RECRUITMENT AND RETENTION

Whether it's fund raising, awareness campaigns, or holiday community events, the Fall brings many different volunteering opportunities. For those tasked with organizing such events, it can be a struggle to find and keep good volunteers. These tips will help you get started.

1. **Have a plan.** Develop a recruitment strategy to find the right people for the right job at the right time.
2. **Clarify need.** Determine internally why you need volunteers (i.e., the reason), where you need them (i.e., what position/department), and who you need to recruit (i.e., volunteer characteristics and skills). Develop a volunteer profile based on the identified need.
3. **Market the position.** Get the word out through a detailed recruitment ad clearly describing what knowledge, skills, and abilities you're looking for, as well as the benefits to potential volunteers. Be clear with expected roles and commitment so volunteers know what is expected of them. Market on websites such as [Charity Village](#).
4. **Develop a selection process.** Follow procedures similar to hiring an employee, with both application and evaluation procedures. Screening can streamline volunteer selection by weeding out those who don't "fit" early on. Do keep in mind, though, that [volunteer interviews are different than job interviews](#) – regardless of the position you are currently hoping to fill, consider how potential volunteers could assist elsewhere in the organization. Also recognize that many volunteers don't want to replicate their work day – consider their purpose for volunteering and don't pigeon-hole people into roles that aren't of interest.
5. **Set and evaluate goals.** Align individual and organizational goals, placing volunteers in positions where both sets of goals can be achieved. Conduct annual bi-directional performance evaluations to ensure that the volunteer placement has resulted in the individual's needs being met as well as the organization's mandate being accomplished. Identify what worked, what didn't, and what needs to change going forward.
6. **Provide orientation.** Introduce volunteers to [organizational policies, procedures, purpose, and people](#). Discuss expectations, responsibilities, and where to turn for help. Orient volunteers to the organization, their role, and other staff/volunteers.
7. **Offer sufficient training.** Devoting time early on to training volunteers to do their jobs well will maximize their contribution and minimize frustration at all levels. Avoid information overload – consider a staged approach to training that offers "just in time learning" as new tasks and responsibilities are introduced.
8. **Buddy up.** Ensure volunteers have a designated contact to check in with daily, weekly, or monthly, as well as whenever questions or concerns arise.
9. **Discipline fairly and promptly.** An organization's code of conduct extends to its volunteers, and volunteers need to be accountable just as employees do. If discipline is necessary, address it right away. Be clear about expectations for change and, when required, own your part of the problem. Ensure that the process is fair and transparent – many volunteers are counting on references for their work with you, so will want to know how the current problem will impact their reputation within the organization and beyond.
10. **Conduct exit interviews.** When a volunteer decides to leave your organization, make time to find out why. Take this opportunity to get feedback about your organization and/or department, as well as to express your gratitude for the contributions the volunteer has made.

## UPCOMING COURSES

Make sure you read our newly revised [course catalogue](#). It is full of important information for students on program structure and policies.

Not sure what training fits for you? Contact our [Student Advisor](#).

### Starting soon . . .

- **Ethics for Career Practitioners - Nov 5th**
- **CPE 521: Psychometric Assessments - Nov 5th**
- **Developing Career Programs, Services, or Courses - Nov 12th**
- **Administering and Interpreting Career Assessments - Nov 19th**
- **Program Management - Nov 26th**

### Coming in 2015 . . .

- **Career Development Foundations, Emerging Theories, and Models - Jan 14th**
- **Helping Skills to Facilitate Career Development - Jan 28th**
- **Career Coaching Skills - Feb 11th**
- **CPE 510: Fundamentals of Psychometric Assessments - Feb 11th**
- **Understanding Diverse Clients - Feb 25th**

[Click here](#) for our Winter/Spring 2015 course schedule,

Keep in mind that we can arrange special sections of any course for intact groups; we also facilitate workshops on a wide variety of topics. [Contact us](#) to learn more.

# DID YOU KNOW?



## 17th National Metropolis Conference Still Accepting Proposals.

Do you have a workshop, roundtable, or poster presentation you'd like to submit for the conference (March 26-28, 2015 in Vancouver, BC)? Be sure you meet the Nov 14th proposal deadline. [Click here](#) for details.

## 2nd Annual Alberta Career Development Conference Announced.

CDA is excited to announce the 2nd annual ACDC scheduled for April 30 - May 1, 2015 in Edmonton, AB. Now accepting presenter proposals until Nov 30, 2014 [online](#).

**Annual APCDA Conference is Coming to Tokyo in 2015.** If you plan to attend IAEVG's 2015 conference in Tsukuba, Japan, consider also joining APCDA Sept 15-17, 2015 in Tokyo. Travel once and attend both conferences. [Click here](#) for details.

If you'd like to present at APCDA, the proposal submission deadline is Feb 27, 2015. [Click here](#) for details.

# NEW RESOURCES

## Ethics Schmethics: The Role of Ethics in the Professionalization of Vocational.

Need 3 ethics credit hours? Join Phillip Boswell Nov 24 in person (Richmond, BC) or via webinar. [Click here](#) for details.

## Risk Type Compass (RTC).

MHS is now distributing the RTC. Based on personality trait theory, this assessment tool looks at the ways individuals perceive risk. Want to learn more? [Click here](#) to sign up for a webinar recording.

## Two Webinar Opportunities with BCCDA.

Join Deirdre Pickerell on Nov 26th for [Ethics Refresher: 10 Tips for Ethical Practice](#) or Roberta Neault on Dec 17th for [Theories Refresher: 10 Key Concepts in Career Theory](#).



# FEATURE OF THE MONTH

November 3-7, 2014 is Canada Career Week. You will find an active social media campaign promoting all things "career." Like the facebook page at [www.facebook.com/CCWSSC](http://www.facebook.com/CCWSSC).

The Canadian Council for Career Development (CCCD) is running a Career Development Challenge launching Nov 3rd. The challenge will take 5-10 minutes and can be completed at <http://careerchallenge.ca/>. It is an interactive tool that explores skill and will relating to career development. CCCD also encourages you to follow them on Facebook ([www.facebook.com/pages/Canadian-Council-for-Career-Development](http://www.facebook.com/pages/Canadian-Council-for-Career-Development)) and Twitter [@cccdchallenge](https://twitter.com/cccdchallenge).

Get involved in the discussion! #CanadaCareerWeek #career #careertransition #careerdevelopment #CCCD #CCCDChallenge

# CONGRATULATIONS



3 students completed **CMPP** specializations

- Owen Brether (EVGP)
- Kathryn MacNeil (CDP Essentials)
- Myles Breck (EVGP)

5 students completed their **Job Developer** training.

- Hager Bekursion
- Jack Duff
- Amin Islam
- Dana Pettipas
- Alexander Saunders



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