

# MULTIMEDIA TRAINING KIT

## Involving Volunteers: Essential for Community Technology Initiatives Handouts

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### ***About this document***

These materials are part of the Multimedia Training Kit (MMTK). The MMTK provides an integrated set of multimedia training materials and resources to support community media, community multimedia centres, telecentres, and other initiatives using information and communications technologies (ICTs) to empower communities and support development work.

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### ***Handouts***

This unit is meant to help community technology initiatives involve volunteers more effectively. Part of the strategy is to help you think differently about volunteers and their importance. For instance, this workshop emphasizes management and retainment, rather than recruitment, as a key component of involving volunteers effectively.

The workshop is broken down into seven sections:

- Part 1: Introduction & Why
- Part 2: Defining Volunteer Assignments
- Part 3: Keys to Success
- Part 4: The Volunteer Manager (handout)
- Part 5: Recruitment
- Part 6: Other resources (handout)
- Part 7: Conclusion

Coming into this workshop, audience members need to believe that a key to success in community technology initiatives is the PEOPLE involved, as much, if not more, than the technology.

When you leave this workshop, you should know how to get started with a, or augment an existing, volunteer involvement program, and should know where to find additional resources to further increase their knowledge.

The next page is a handout that will be discussed midway through this workshop.

## **The volunteer manager:**

- Can be a volunteer or a paid staff member.
- Devotes two to five hours a week to tasks at your organization.
- If he or she is a volunteer, then the person needs to commit at least four months of service to the organization, and document all activities for the next volunteer manager.
- Works with the organization staff to identify and fully define assignments that could be delegated to volunteers.
- Creates an application that all potential volunteers must complete.
- Promptly replies to all onsite visits, phone calls and email inquiries from potential volunteers, providing them with information on the next step in volunteering (which should be the orientation session).
- Regularly conducts the volunteer orientation for people who want to volunteer with your organization.
- If necessary, calls volunteer candidate references after each orientation and determines if the person can become a volunteer.
- Notifies candidates after acceptance as volunteers with information about the next step to get started on a volunteering assignment (this can be setting up a meeting with the person he or she is actually going to work with at the organization, for instance).
- Regularly talks with staff about their involvement of volunteers, documents successes and problems, and reports this to all staff regularly.
- Reports to the organization's staff regularly regarding how many people are inquiring about volunteering each month, how many are rejected, how many drop out, what volunteers are achieving, how many hours they are contributing, adjustments that need to be made in the program, etc.