

Utilizing Volunteers to Expand and Enhance *Living Healthy*

Volunteers have always played a crucial role in the delivery of *Living Healthy* and *Living Healthy with Diabetes*. Primarily, volunteers have been utilized as workshop Lay Leaders and Master Trainers, but there are many other roles volunteers can play. The following are some ideas for a wide variety of roles and tasks that volunteers can fulfill to help strengthen your programs.

Role	Possible Tasks (not necessary to do all of them)	Time Commitment
Administrator	<ul style="list-style-type: none"> • Track all workshop times & locations • Track Lay Leaders & Master Trainers to ensure they maintain their certifications • Register workshop participants • Follow-up with workshop leaders to gather data forms • Gather materials needed for workshops • Manage database of people who have expressed interest in participating in a workshop. Email, call, or send postcard notifications to all those people when a workshop has been scheduled. 	5 – 10 hours / week
Public Relations	<ul style="list-style-type: none"> • Identify community groups who may be interested in hosting and/or participating in workshops or leader trainings • Conduct mini-presentations for community groups • Distribute flyers and brochures to potential partners • Man exhibit booths at health fairs and community events (e.g. Farmer's Markets, town festivals) 	5 – 10 hours / month
Healthcare Liaison	<ul style="list-style-type: none"> • Distribute program information to hospitals and physician practices – keeping track of all locations and replenishing supplies as needed 	5 – 10 hours / month
Participant Outreach	<ul style="list-style-type: none"> • Conduct reminder calls to all people who sign up for workshops • Follow-up with those who stop 	1 - 2 hours / week

attending workshops to find out why
and/or encourage them to return to the
workshop

**Graphic Design and
Marketing**

- Create flyers, brochures, posters for each workshop and training (based on templates)
- Distribute flyers and posters to various community sites (libraries, pharmacies, YMCAs, etc.)

5 hours / month

Writer

- Draft stories and articles to submit to local newspapers, newsletters, e-news
- Identify places to submit articles

1 – 10 hours / month

**Development / Grant
Writer**

- Identify potential sources of funding for workshops (e.g. sponsors for food or materials).
- Draft proposals for foundations, community benefit funds, private funders, etc.

Varies

Be a Great Place to Volunteer

- **Be prepared** – Gather any necessary supplies and clear a workspace in advance of your volunteers' arrival. Once they arrive, don't keep them waiting. If you expect punctuality, lead by example.
- **Make volunteers feel welcome** – When you first meet your volunteers, offer a tour of the office or event area, make coffee or water available, and don't be afraid to show your enthusiasm.
- **Introduce volunteers to other staff members** – Part of feeling comfortable in a new place means knowing a few names. Casually introduce your volunteers to co-workers and other volunteers before engaging them in their volunteer opportunity.
- **Set expectations** – Be clear with your volunteers about what is expected of them. Tell them what you need accomplished and act as a resource should they have questions or concerns.
- **Train sufficiently** – Your volunteers are excited to help out. Remember, they found you and want to contribute their time to your organization. Make sure they have the tools necessary to succeed.
- **Give them a purpose** – Be realistic when assigning tasks to volunteers. No one wants to stand around because there isn't enough work to be done. If it looks like volunteers are idle, either send a few home, or think of a new project they can work on instead.
- **Be honest** – Don't be afraid to tell your volunteers exactly what your organization needs.
- **Create ground rules** – Volunteers are eager to help, and while they aren't actual employees, they may still need to adhere to general organizational policies. Make sure you relate any important rules or guidelines before your volunteers get started.
- **Set time parameters for service** – Most people have a busy schedule and volunteers are no exception. Let your volunteers know how long their help will be needed so they can plan their day accordingly.
- **Show appreciation** – Congratulate your volunteers on a job well done. Sometimes a simple gesture of thanks is sufficient. For volunteers who contribute their time consistently or have made a strong impact on your organization, consider giving them a card or taking them out to lunch.

From: www.VolunteerMatch.com

Sample Volunteer Position Description Worksheet

Component	Definition	Example
Job Title	What the job or the position will be called.	Public Relations Chair.
Purpose	The specific purpose of the position (expected result). If possible, the purpose should be stated in relation to the program's mission and goals.	Develop and implement activities to increase awareness of the organization and its mission and programs.
Key Responsibilities	Major duties, including what might be done to accomplish the purpose.	Develop a public relations plan; manage the public relations committee; develop media contacts; and produce publicity kits, materials, and press releases.
Location	Volunteer's worksite.	Headquarters.
Supervision	Title of the person to whom the volunteer will report, as well as the procedures for mentoring and dealing with problems.	Executive Director; weekly meetings or calls.
Length of Appointment	The time period in which the volunteer will serve, including any time restrictions.	1 year.
Time Commitment	The approximate number of days or hours required per week and flexibility in scheduling.	4 hours/week plus time at events; may work more the week before events.
Qualifications	Education, work experience, knowledge, and skills required, as well as any requirement for a criminal history record check.	Writing and presentation skills, public relations experience, knowledge of organization and community, membership in organization.
Benefits	Training, insurance, parking, events to thank volunteers, or other benefits.	Free t-shirt, free parking, reimbursement of expenses, volunteer awards banquet.
Support Provided	Resources available to volunteers.	Volunteer handbook and orientation.

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