

Suggested Orientation Topics for the First Week on the Job

Introductions –Staff, their workspace, and where things are located in your office.

Organization History and Introduction- Share history and culture, mission, goals, and current programs. Provide brochures, and promo videos about your organization

Site Visits: If you have multiple locations schedule a time in the first week to visit these locations.

Key Programs- Schedule time for your Americorps member to observe the key programs they will be recruiting for.

Supervisor Expectations – take time to share your expectations as their supervisor, share your leadership style and reiterate the chain of command- you are the first person they should go to if there is an issue.

Policies and Procedures:

- Sick leave, vacation, personal leave, and holiday policies, and how to request time away
- Work schedule and lunch breaks
- How to report absences
- Dress code, formality of language (addressing others by last or first name, titles)
- Emergency contact point/person
- Telephone protocol and etiquette
- Participation in meetings
- Computer etiquette
- Access to organizational information
- Rules of confidentiality (customer/client information, organizational information)
- Organizational representation (including who may speak to the press)
- Chain of command (who to go to if there is a problem with supervision)
- Reimbursement policies for any local, service-related expenses such as parking/mileage
- Office procedures, security, etc.

Launching the Job of Your Volunteer Coordinator:

Each agency is unique in their exact need for a Volunteer Coordinator. Some Coordinators will be starting a program from the ground up while others will be stepping in to enhance an existing program. In any case there are a number of fundamental steps that are key to successful volunteer management. During their orientation Americorp members will be given a training that covers basic Volunteer Management steps.

“How To” topics covered:

- Manage volunteers, their personalities, and their skills
- Understand volunteer motivation
- Develop a recruitment strategy
- Recruit and schedule volunteers
- Effectively motivate, engage, and communicate with volunteers
- Connect volunteers to the mission of the program

Recognize different types of volunteers for their efforts

Take Away Tasks- They will be given several take away tasks to help them implement their learning at your organization. You may choose to have them follow through with these tasks as a starting point for their work as your volunteer coordinator or you may choose to have them jump right in with needs you have already identified.

- 1) **Agency History and Needs Assessment-** Members have been provided with an assessment worksheet asking key questions about your organization and how it currently utilizes volunteers or envisions utilizing volunteers. By taking time to fill out this assessment together you and your coordinator will have a better understanding where you are in terms of your needs.
- 2) **Volunteer Position Description Worksheet-** Members can use this worksheet to develop detailed position descriptions for your identified volunteer needs.
- 3) **Recruitment Strategy Worksheet-** Once positions are identified and descriptions written members can use this sheet to develop a plan of action for recruitment.
- 4) **Developing online recruitment tools-** Members were additionally trained on the use of online tools to support their recruitment efforts. Members have been asked to find out what your agency is currently utilizing in terms of online volunteer matching tools and social networking sites. All members have been asked to update their 1-800 profile and begin posting opportunities as they are identified. If your agency is not using Facebook, members have been asked to create an account and begin finding contacts.