

A photograph of three women standing together and smiling. The woman on the left has short blonde hair and is wearing a light-colored, ribbed t-shirt. The woman in the middle has long brown hair with bangs and is wearing a grey sweater over a collared shirt. The woman on the right has long dark hair and is wearing a dark, patterned top. The background is a plain, light-colored wall. The entire image is overlaid with a blue-to-teal gradient.

Volunteer Coordinator Relationship Building Planning Guide

 **getconnected**
by Galaxy Digital



How to use this guide:

Coordinating volunteers while building relationships requires a unique blend of interpersonal skills, tools, and careful organization. Use this guide to gain insights into your volunteer coordination process and identify areas of growth to boost your volunteer community.



Assess your program's volunteer scheduling needs



Create a repeatable volunteer communications process focused on engagement



Employ processes + tools that make volunteer coordination easier

Assess your program's volunteer scheduling needs

Does your program currently have a process for assessing volunteer needs per program + shift?

How often are these needs accurate to the workload during the shift? (appropriate numbers of volunteers?)

How often is your program re-assessing whether or not scheduling needs are being met?

Take time to evaluate your scheduling process. Write each of the steps to schedule volunteer shifts within your program + scheduling volunteers for shifts. Are the steps the same for each program + shift? Or do different programs require unique scheduling steps?

Create a repeatable volunteer communications process focused on engagement

Evaluate your current volunteer communications process. List out the scheduling + follow-up communications you send to volunteers.

**Are you finding yourself repeating many of the messages you're sending to volunteers manually?
(ie typing out nearly the same message to individual volunteer emails)**

What messages are most effective in seeing volunteers show up for their shifts? Which messages do you see working best to engage volunteers? t

Begin to list out your most common communication needs. Create a file of repeatable messages that are most important and effective for volunteers to receive.

Employ processes + tools that make volunteer coordination easier

What are the current processes used for matching volunteers to programs + shifts?

What is our current process for volunteer sign-up? List out each step.

Have we gained volunteer feedback about our sign up process

Do we believe our current volunteer scheduling processes are efficient? Or are we finding that we're in an endless email chain to schedule volunteers? How many hours a day/week is this process taking?

Do we need to consider other tools + processes to streamline volunteer coordination + scheduling? If yes, what coordination tasks would we want to focus on streamlining with a new tool?

Bring It All Together

Assess which part of your coordination process is most important to address at this time.

- **Assess your program's volunteer needs**
- **Use a unified volunteer calendar, portal, or robust volunteer management software to provide structure**
- **Engage in recruitment strategy activities regularly**
- **Make sure your volunteers are onboarded with what they need to know about how they'll participate**
- **Develop communications + follow up that allow volunteers to feel connected, supported, and engaged**
- **Use tools that make communications clear + simple for volunteer engagement**
- **Ensure your tools support streamlined scheduling + volunteer matching**
- **Create intervals of volunteer feedback through surveys or checkin-ins**
- **Make appreciation a part of your organization's volunteer culture**



Head to our Learning Center for Volunteer Leaders to access bonus resources on volunteer management tools + how-tos on organizing volunteers and making an impact!

www.galaxydigital.com/blog