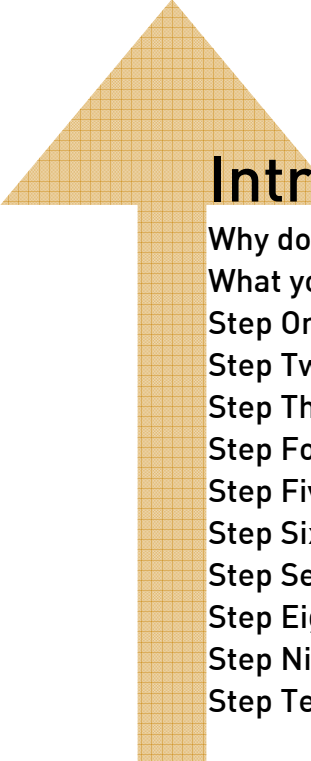


# Ten Steps to a Great Volunteer Program!



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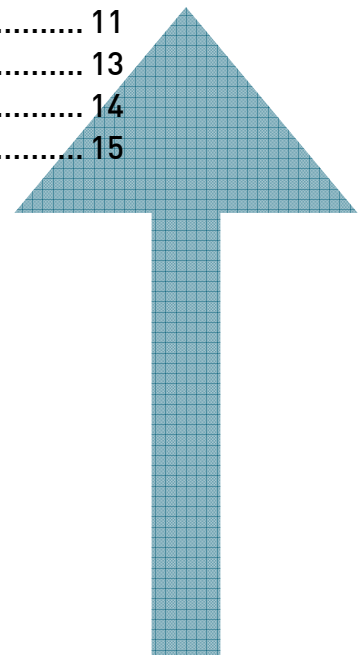
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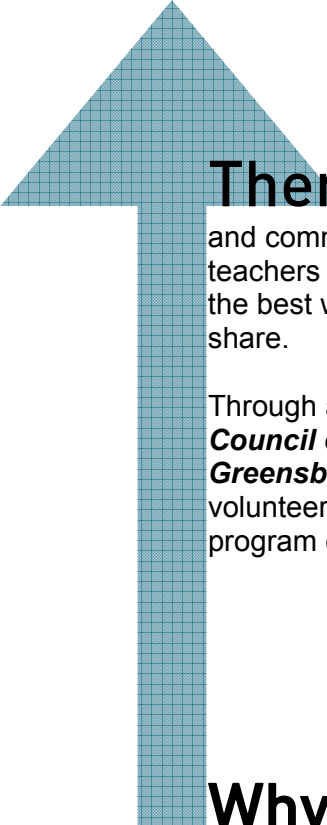


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**There's** no better way to enrich your school community than by engaging parent and community volunteers to share their special talents and knowledge with students, teachers and staff. The need for volunteers is unique to each school, but the need to find the best way to manage and cultivate the volunteer relationship is something we all share.

Through a partnership of the ***Guilford Education Alliance, the Guilford County Council of PTAs, Guilford County Schools and the Volunteer Center of Greensboro***, this toolkit was designed to help you create and/or strengthen your volunteer program. It is divided into step-by-step sections with district guidelines, program examples and ideas you can use to develop your school's volunteer program.

## **Why** Do You Need a Volunteer Program?

There are countless benefits that a well run volunteer program can bring to your school:

### For students

- ▶ Increased individual attention
- ▶ Increased self-esteem through knowing an adult volunteer cares about them
- ▶ More trust of adults through mentoring, tutoring
- ▶ A chance to learn and expand their world view from the wealth of experience an adult volunteer can bring

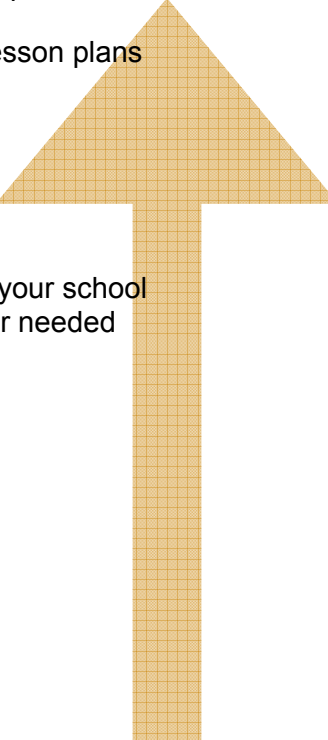
### For teachers

- ▶ More time for lesson planning
- ▶ Another set of adult hands and eyes to monitor the classroom, provide assistance and help reduce discipline problems
- ▶ Access to the experience and talents of volunteers to enrich lesson plans

### For staff

- ▶ Lighten the burden of paperwork
- ▶ Provide assistance with answering phones or greeting visitors

### For the school

- ▶ Access to a team of community ambassadors to advocate for your school
  - ▶ Access to the volunteer's community/business relationships for needed resources
- 



## What You'll Need

Here is a checklist of things to have in place before starting a volunteer program. Each item on this checklist will be discussed in this toolkit.

- Volunteer Coordinator(s)
- Volunteer needs assessment
- Volunteer program mission statement
- Position descriptions for volunteers
- Volunteer recruitment strategies
- Screening
- Training
  
- Systems for tracking and reporting
- Volunteer recognition ideas
- Program evaluation

## Step 1 – Volunteer Coordinator

The principal and PTA president should name a parent or staff volunteer coordinator who will be responsible for the overall management of the program. This person or persons should have a strong working relationship with both school administration and the PTA. Designate and e-mail this person's name and contact information to Cecilia Adams, manager of community partnerships, before the beginning of the school year. [AdamsC4@gcsnc.com](mailto:AdamsC4@gcsnc.com)



## Step 2 – Needs Assessment

Ask your principal and a cross section of students, teachers, staff and parents what they think are the major areas in the school that would benefit from volunteers. This can be done either through a survey or a group meeting. A sample survey is provided for you in this toolkit. Use what you learn to help formulate your program and your volunteer job descriptions. Your School Based Leadership Team would be a good group to tap for help in this area.

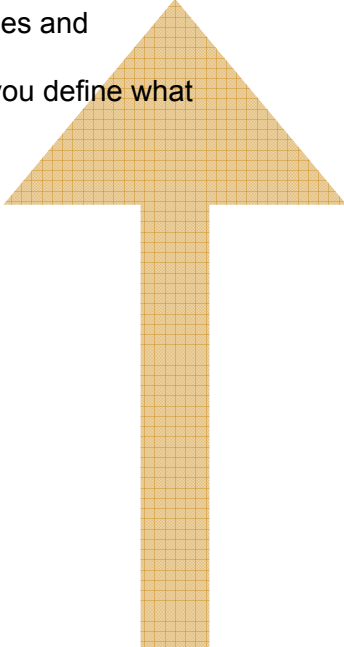


## Step 3 – Mission Statement

You can also use the information from your needs assessment to help you craft a volunteer mission statement. You can use the same group of students, teachers, staff, parents and your principal to help you.

- ▶ Writing your mission statement requires an open and honest discussion of the value of volunteers to your school.
- ▶ Ask the question the mission statement will answer. For example, “Even if there was all the money in the world to pay for all the staff and teachers we need, why would we still want to involve volunteers?” How you answer this or a similar question is the platform for your statement.
- ▶ Here are a couple of example statements:
  - “At XYZ School, our volunteers are our partners in teaching, supporting and preparing our students to be productive members of our community.”
  - ABC Elementary’s volunteer program exists to enrich our school community. We welcome the many diverse talents our volunteers bring, and we honor their commitment to our staff and students.”

## Step 4 – Job Descriptions

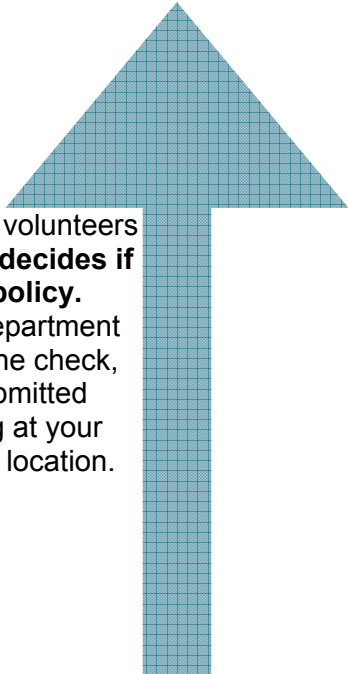
- ▶ Look at the needs identified in your volunteer assessment as a starting point. From here you can break down the broad areas into specific job titles with specific roles.
  - ▶ By supplying a diverse and creative variety of options, you have more opportunity to attract more volunteers. Use the volunteer position description worksheet in this toolkit to guide you.
  - ▶ Create positions that do not require large amounts of time. Make sure to include the length of time needed in the description.
  - ▶ Remember to create volunteer positions that are suitable for all ages and backgrounds.
  - ▶ Include as many details in the description as you can. The better you define what you want, the more able the volunteer will be to meet your needs.
- 



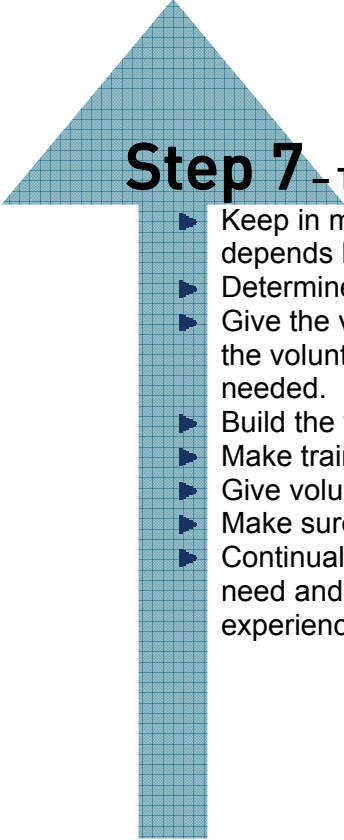
## Step 5 – Recruitment Strategies

- ▶ Make your job positions come alive with recruitment statements that get at the heart of your need, state how the volunteer can help and show them the rewards they will reap for their service. Here are a few examples:
  - Just one hour a week can make a big difference in the life of a child. An XYZ Elementary student needs you as a lunch buddy! Spend just one hour a week having lunch, talking and being an adult role model. You'll make a difference, and you just might make a friend for life! ...
  - They have gloves, bats and softballs, but no coach! Seventy-five ABC Middle School students are anxious to play and are waiting for you to coach them...
- ▶ Love to talk? Help DEF school by being our phone ambassador! ...
- ▶ Identify groups that would be potential volunteers for your school. Besides parents, which are your number one source, volunteers can come from a neighboring high school, a college/university sorority or fraternity, a local business, a faith community or a nearby retirement center.
- ▶ Think about the natural connections your schools have to these various groups. Does a teacher's spouse work at a company that has an employee volunteer program? Does a staff member have a son or daughter at the university or a parent or grandparent involved at the retirement center? Use your existing network of contacts to help spread the word about your volunteer opportunities.
- ▶ Take advantage of Guilford County School's avenues for recruitment. Send an e-mail to [goodnews@gcsnc.com](mailto:goodnews@gcsnc.com) to help advertise your volunteer program. Or send a notice to Friday Notes through your principal.
- ▶ List your opportunities with the Volunteer Center of Greensboro or the High Point United Way.
- ▶ When potential volunteers inquire about the opportunities at your school, have them fill out a volunteer application. This will help you match their skills and interests with your needs. An application is provided in this toolkit.

## Step 6 – Screening



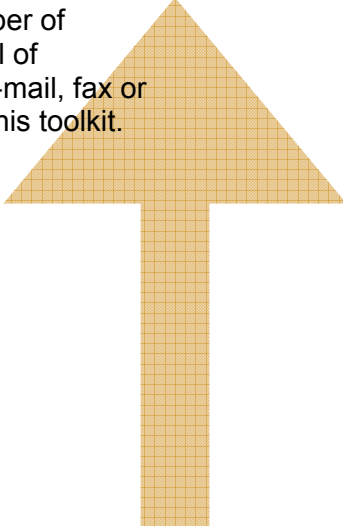
GCS district policy requires a background check on all volunteers who have unsupervised contact with students. This does not necessarily mean that all volunteers need to be screened. **Your principal sets the policy for your school and decides if your school will screen all volunteers or just those mandated by GCS policy.** Submit completed background check forms to the GCS Human Relations department (the form is included with this toolkit.) It may take a few weeks to complete the check, and the results are valid for 365 days. A new background check must be submitted before the current one expires in order for your volunteer to continue serving at your school. Background checks should be kept in your school office in a secure location.



## Step 7 – Training

- ▶ Keep in mind that no one volunteers to do a bad job! Your volunteers' success depends largely on how well they are trained and supported by your school.
- ▶ Determine a time for training that is convenient for you and the volunteer.
- ▶ Give the volunteer a copy of the job description. Compare the job description to the volunteer questionnaire. This should help you determine the level of training needed.
- ▶ Build the training on the volunteers' experience.
- ▶ Make training interactive and as fun as possible.
- ▶ Give volunteers an immediate chance to try out their job.
- ▶ Make sure the volunteer understands applicable school policies and procedures
- ▶ Continually check in with the volunteer to make sure they are doing what you need and you are providing enough information to make it a rewarding experience.

## Step 8 – Tracking and Reporting

- ▶ GCS requires all visitors to check in and out at the front office. This means all volunteers as well.
  - ▶ Along with your visitor check-in book, keep a volunteer sign-in sheet at your front desk and require your volunteers to fill it in every time they visit. A volunteer sign in form is included in this toolkit.
  - ▶ Have volunteers wear nametags. This will help your staff and students get to know them and identify them as a friend of your school.
  - ▶ At the end of every month, GCS requires all schools to report its number of volunteer visits and hours. We use this data to help us gauge the level of community involvement in our schools. The form should be sent via e-mail, fax or courier to the District Relations office. We have provided it for you in this toolkit.
- 



## Step 9 - Recognition

Want to have a big party at the end of the school year to honor all your volunteers? Great idea! But can you afford it? Volunteer recognition does not have to be grand, but it must be from the heart.

- ▶ Recognition starts with placing your volunteers in the positions most suitable for their talents and interests. Job satisfaction is a great reward!
- ▶ Get to know your volunteers and find out what is meaningful to them. Sometimes the best recognition can be as simple as a small gift that represents an interest or hobby.
- ▶ Hand-written notes or drawings from students can be a treasured reward.
- ▶ Have a “volunteer of the month” column in your school’s newsletter.
- ▶ Display volunteers’ pictures and thank-you notes on a volunteer bulletin board
- ▶ Formal rewards should feel sincere, not automatic. GCS provides volunteer appreciation certificates each spring that you can customize. They are signed by the superintendent and the chair of the Board of Education. You will receive an e-mail from the District Relations office in February asking you for a count of how many you will need.
- ▶ If you do have the funds or have found a community sponsor for a volunteer banquet, don’t let that be the only time you recognize volunteers. Let your volunteers know how much you appreciate them all year long.



## Step 10 – Evaluation

There are several ways to gauge the effectiveness of your volunteer program. Written evaluation forms can provide valuable information. We have provided these forms in this toolkit.

- ▶ Make sure that your volunteers know you value their feedback. Periodically ask them for their ideas on how to improve the program.
- ▶ Ask that your principal include the volunteer program as a topic in a staff meeting. Ask staff members to give their opinions on how things are going.
- ▶ Have the PTA put discussion of the volunteer program on a meeting agenda. Seek their input on ways to improve the program.



# Guilford County Schools

## Volunteer Needs Assessment Survey

Please take a few minutes to answer the following questions. Your responses will help us develop or improve the involvement of volunteers in our school.

1. Do you currently have parents or community volunteers working in your classroom or in your area?  
Yes  No
  
2. If no, do you see a need for volunteers in your classroom or area?  
Yes  No
  
3. How would you rate the need for volunteers helping in the following areas?

	No need	Some need	Great need
a. Support tasks such as gathering resources, setting up displays or learning centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Arranging for speakers or field trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Answering phones, filing, general office support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Monitoring bus, playground or cafeteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. One-on-one teaching assistance such as listening to a student read, practicing vocabulary, math coaching, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Talking with students about careers/hobbies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Assisting with art projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Practicing or performing music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Coaching or assisting with athletics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. In what other areas do you see a need for volunteers?

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5. Other comments or ideas that you think may help our volunteer program

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Name \_\_\_\_\_ Position \_\_\_\_\_

In compliance with federal laws, Guilford County Schools administers all educational programs, employment activities and admissions without discrimination because of race, religion, national or ethnic origin, color, age, military service, disability or gender, except where exemption is appropriate and allowed by law. Refer to the Board of Education's Discrimination Free Environment Policy AC for a complete statement. Inquiries or complaints should be directed to the Guilford County Schools Compliance Officer, 120 Franklin Boulevard, Greensboro, NC 27401; 336-370-2323.



# Volunteer Position Description Worksheet

School Name:

Volunteer Position Title:

Major objectives of position:

Major responsibilities of role:

Qualifications needed to perform role:

Is there a background check required? \_\_\_\_\_

Training and preparation (to be provided by school):

Time requirements and location:

Length of commitment:

Benefits to the volunteer:

Amount of supervision required:

Name of supervisor:



# Guilford County Schools

## Volunteer Application Form

Last Name \_\_\_\_\_ First \_\_\_\_\_ MI \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Day phone \_\_\_\_\_ Evening phone \_\_\_\_\_

Other (cell, pager, etc.) \_\_\_\_\_ E-mail \_\_\_\_\_

Do you have students at our school? If so, please list:

Name \_\_\_\_\_ Grade \_\_\_\_\_

Name \_\_\_\_\_ Grade \_\_\_\_\_

Name \_\_\_\_\_ Grade \_\_\_\_\_

Please let us know the specific days of the week and times of day that you are available and willing to volunteer

Days/Times of Day:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

I am interested in volunteering on a regular basis

I am interested in volunteering occasionally. Please call me when you need help.

## Volunteer Opportunities

Below are some examples of volunteer opportunities. We will provide you with more specific volunteer job descriptions once we get an idea of the kinds of things that interest you.

My volunteer interests are:

- Serving on the school leadership team
- Assisting in the classroom
- Assisting in the front office
- Coaching or assisting with athletics
- Chaperone for field trips
- Test monitor
- Fundraising

- Music program
- Student activity advisor
- Drama program
- Mentor/lunch buddy
- Bus, playground or cafeteria monitor
- Soliciting community partners
- Other \_\_\_\_\_



# Guilford County Schools

## REQUEST TO CHECK CRIMINAL BACKGROUND ON VOLUNTEER (Form GBDCA)

Requesting School: \_\_\_\_\_

Date: \_\_\_\_\_

Volunteer Name:

\_\_\_\_\_

*last*

*first*

*middle*

*maiden*

List any other names used in the past:

\_\_\_\_\_

\_\_\_\_\_

Social Security #: \_\_\_\_\_ Gender: \_\_\_\_\_

Race: \_\_\_\_\_

Present Address:

\_\_\_\_\_

Years at this address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Record of past address for last 10 years (attach other sheet if needed):

From (year) \_\_\_\_\_ to (year) \_\_\_\_\_

\_\_\_\_\_

*street address city state zip*

From (year) \_\_\_\_\_ to (year) \_\_\_\_\_

\_\_\_\_\_

*street address, city, state zip*

From (year) \_\_\_\_\_ to (year) \_\_\_\_\_

\_\_\_\_\_

*street address, city, state zip*

From (year) \_\_\_\_\_ to (year) \_\_\_\_\_

\_\_\_\_\_

*street address, city, state zip*

**List all arrests/dispositions of all such matters in states other than North Carolina and in federal courts:**

Date of incident	Location	Allegation	Outcome of case

I certify that all the foregoing is complete, accurate and true and agree to notify the district of any change in the foregoing information. Further, I certify that I have never been convicted of criminal behavior which includes either an act of violence or of a sexual nature. I hereby authorize the Guilford County Board of Education, its designated employees or agents to secure any and all information on my background and direct the holders of any and all such information about me to release it to the Guilford County Board of Education, its designees and agents. I hereby expressly waive any claims against the holders of any such information for their compliance with this directive.

\_\_\_\_\_  
**Signature of prospective volunteer, date**

**For office use only:**

Date of in-state check: \_\_\_\_\_

Recommendation:

\_\_\_\_\_ Encourage to volunteer with no conditions.

\_\_\_\_\_ OK to volunteer with following conditions:

\_\_\_\_\_ Deny as volunteer.

By: \_\_\_\_\_ Human Resources Designee

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# Volunteer Statistics - Monthly Report

School \_\_\_\_\_

Person completing form \_\_\_\_\_

Month \_\_\_\_\_ Date Filed \_\_\_\_\_

<b>Volunteers</b>
Total number of volunteer visits this month _____
Total number of volunteer hours given this month _____

This report should be submitted via school courier to the  
**District Relations Office**  
**712 N. Eugene Street, Greensboro**  
Or via email to  
**adamsc4@gcsnc.com**  
by the 10th of each month for the previous month's report.  
June report is due by the last teacher workday of the school year  
July should also be reported, even if numbers are 0  
\*Use one form per month only\*



# Teacher/Staff Evaluation

We would appreciate your answers to the following questions so that we can evaluate this year's program and improve the program for next year. Please return this form to the volunteer coordinator by \_\_\_\_\_

1. How often do you work with a volunteer?  Regularly  Occasionally
2. How many volunteers do you work with? \_\_\_\_\_ In what capacity:  Teacher assistant  
 Classroom resource  student mentor  clerical  other (please list)  
\_\_\_\_\_
3. Were volunteers able to effectively implement your work plans?  Yes  No
4. How would you rate your relationship with volunteers?  Excellent  Good  Fair  Poor
5. Were volunteers present as scheduled?  80-100% of the time  50-80% of the time  
 Less than 50% of the time
6. How many of your students were served during the school year either in one-to-one tutoring or in groups?  
\_\_\_\_\_
7. Do you feel that students have progressed as a result of their relationships with volunteers?  
 Yes  No Please explain:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. Was working with volunteers beneficial?  Yes  No  
Please explain. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
9. Would you like to work with volunteers again next year?  Yes  No
10. Do you feel the volunteer training program was worthwhile?  Yes  No
11. What suggestions do you have for future volunteer training? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
12. Other comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_