

# *Volunteer Engagement Workshop*

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## ***Recruitment***

### Elements of a Position Description:

- Position Title
- Purpose
- Duties and Responsibilities
- Time Requirement
- Skills and Qualifications
- Orientation and Training
- Supervision
- Benefits / Other

## ***Screening Volunteers***

### Purpose for screening volunteers:

- To better match people's skills and experience to the needs and opportunities in organizations.
- To improve the quality and safety of programs and services in communities by reducing risk and liability for both people and organizations.

### Duty of Care

- A legal principle in 'common law' that all adults owe a basic 'duty of care' to other people.
- Organizations owe a specific & intense duty to take reasonable care in protecting their clients.
- Organizations also owe a 'duty of care' to their staff and to the community they serve.

### Standard of Care

(It is not a single fixed point)

- The degree or level of care one person owes another according to the law, usually the law of negligence
- The 'reasonable or prudent person' standard applies to individual circumstances.
- A higher standard of care is expected when the population served by an organization is vulnerable.
- The standard takes into account accepted practices among organizations providing similar services.

### Definition of Vulnerable Person

A vulnerable person is defined in section 6.3 of the *Criminal Records Act*, as a person who, because of age, a disability, or other circumstances, whether temporary or permanent are (a) in a position of dependence on others or (b) are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust relative to them.

The definition is deliberately broad & inclusive, focusing not on specific issues but on the effect of these factors.

### Screening for the POSITION

- Screening is about the position, not the person applying to begin or transfer to the position.
- All volunteer positions are not created equal and may not require the same screening steps.
- The requirements of the position determine which screening steps are necessary.

### Human Rights Legislation

- A request for personal information needs to be based on 'bona fide' occupational requirements (BFOR) as determined by a position assessment.
- Human rights laws are contravened when an organizational policy responds to concerns about possible liability by requiring the same screening steps for all applicants, regardless of the position.

### 10 Steps of Screening

1. Determine the risk
2. Write a clear position description
3. Establish a formal recruitment process
4. Use an application form
5. Conduct interviews
6. Follow up on references
7. Request a Police Records Check
8. Conduct orientation and training sessions
9. Supervise and evaluate
10. Follow up with program participants

## ***Retention***

### Can include...

- Volunteer Supervision
- Effective Communication
- Constructive Feedback
- Motivating Volunteers

### Feedback Model Part 1

A time for your **volunteer to speak** to you.

Ask:

- ...What's going well with your work?

- ...Any areas of concern for you?

Tune in and **Listen**.

Then respond.

### Feedback Model Part 2

A time for **you to speak** to your volunteer.

3 things – **directive**, **positive** and **connect their contribution** to the goals of the organization

#### **Communicate and Direct:**

- ...Our organization is moving in this direction and this is how it will affect the work you're doing
- ... we really appreciate...
- ... Your work has made a difference to our organization in this way (be specific)

**Summarize and thank.**

## ***Recognition***

Should...

- Personalized
- Matching Volunteer Motivation
- Designed with input/feedback from Volunteers