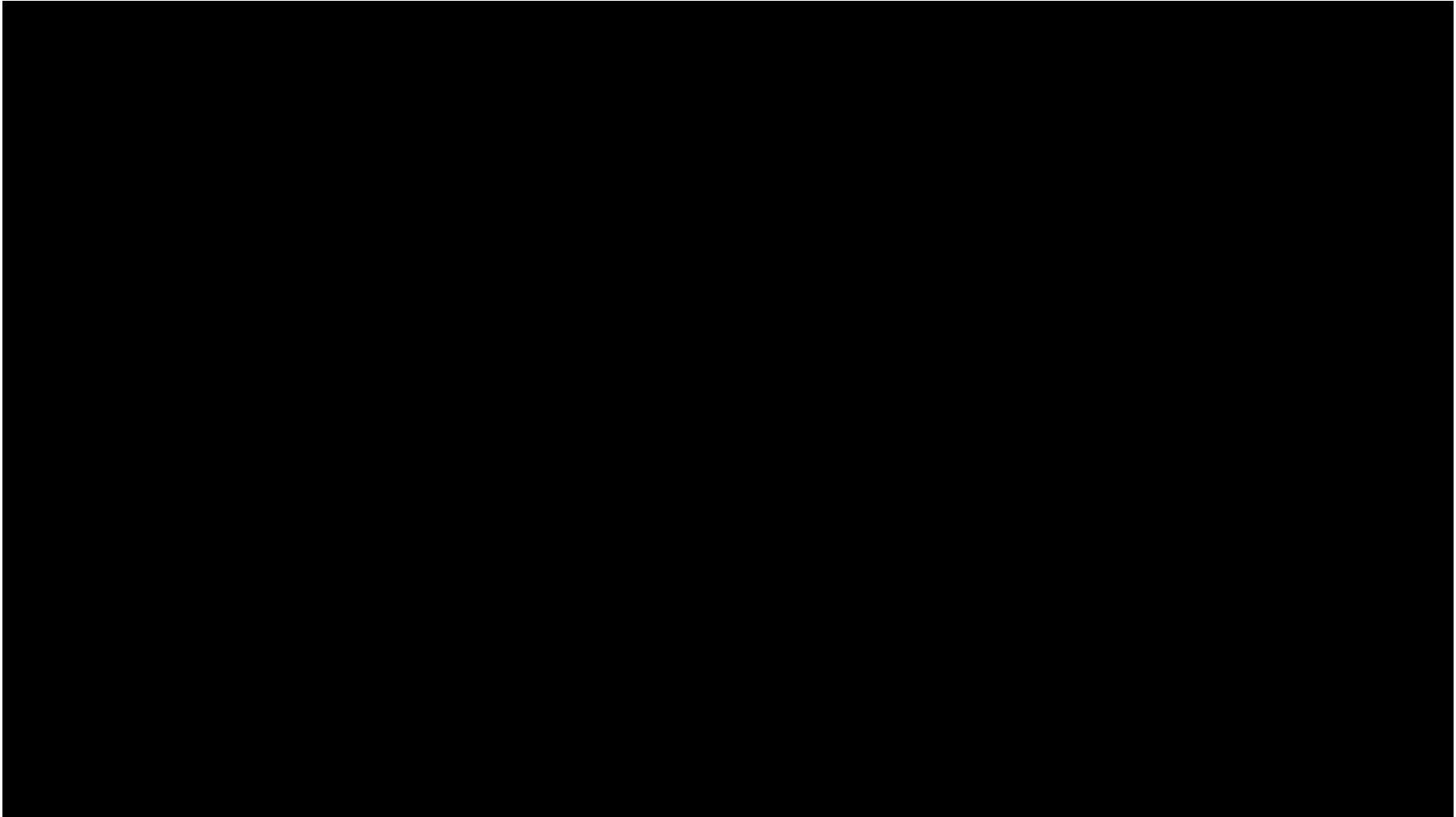


# EFFECTIVE MANAGEMENT OF VOLUNTEERS

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**Helpers, hinderers and loose cannons**

# Risk management



# Volunteer Management Elements



# Difficult volunteers – every nonprofit has them.

- Whether you're dealing with a troublemaker, an unreliable volunteer, or a problem board member – it's never easy to confront someone who is donating his or her time.
- Volunteers are just like employees, only unpaid.
- Some work better than others.
- Some do not work out at all.
- Bring in the same skills you use in your business.

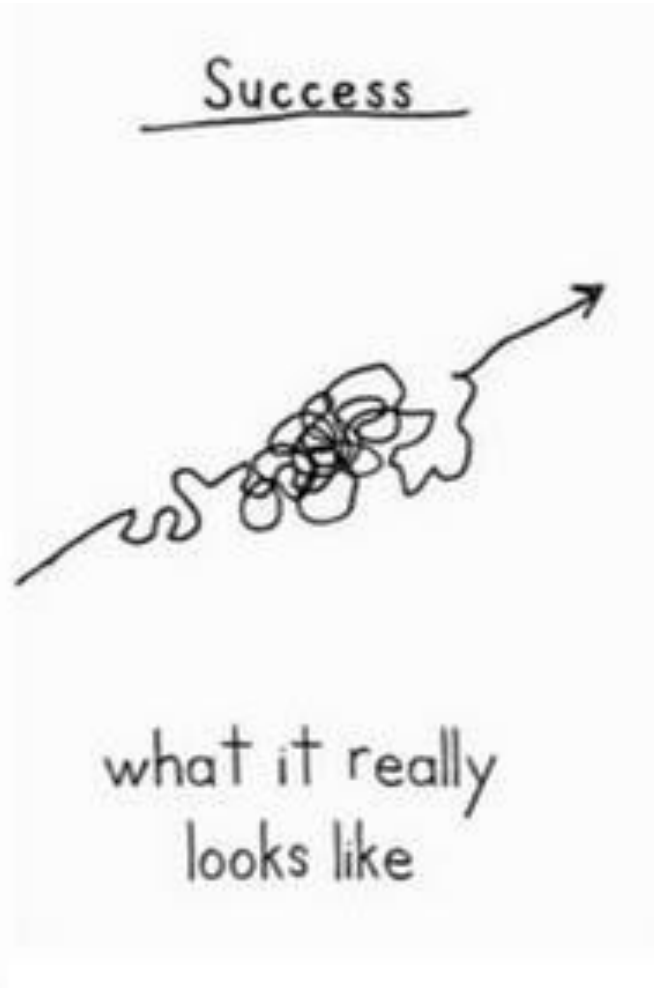
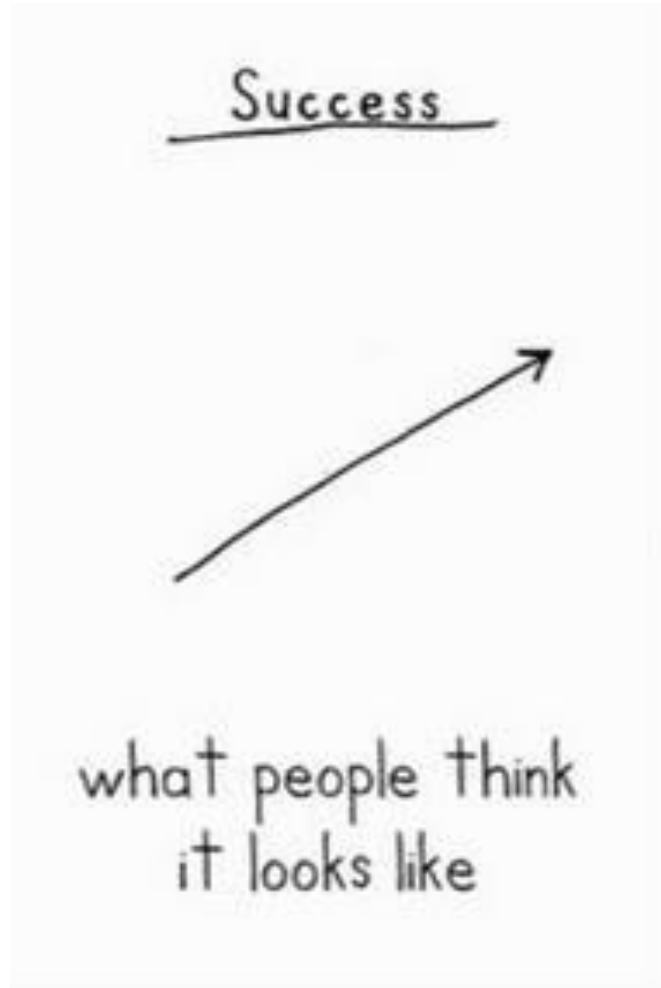
# Classics

- Donny Didn't-get-it-done
- Nicky No-show
- Mike the micromanager
- Helen who always wants to help
- Des Dominator

## Example: At the JBD we asked ourselves how will we know that we have succeeded?

- We have a flourishing and secure Jewish community.
- There is a positive perception of Jews in the Australian social fabric.
- Antisemitism is socially and politically unacceptable unacceptable.
- There is an understanding of Israel as an integral part of Jewish identity.
- There is wider knowledge and awareness of the Shoah.
- Effective channels exist for communal consultation, co-operation and consensus.

# For our synagogues and temples, what does success look like?



# WELCOME TO SOUTHWEST ORLANDO JEWISH CONGREGATION

- “Here you will find warmth and joy, community and purpose.
- We would like to welcome you to Southwest Orlando Jewish Congregation, a growing congregation of families and individuals whose lives reflect a sense of belonging and commitment to each other, our families, the State of Israel, and the larger Jewish world.
- We love to inspire, engage and nourish as we join together in a shared journey with our *kehillah k’doshah*, sacred community.
- Every member at every age, every level of knowledge or practice is supported, challenged and stimulated by an increased understanding of Jewish values and spiritual enrichment.
- We are a diverse Synagogue family, coming from many places and backgrounds, and we work together to connect to the deep well of our traditions. We delight in welcoming newcomers as we honor our roots.”
- <http://www.sojc.org/>



# For our synagogues and temples, what does success look like?

- Fill in the blank....

# Volunteer rights

While volunteers are not covered by the same as paid staff, they still have rights as defined by volunteering organisations:

Templates:

- Volunteering Australia– Volunteer Rights and Volunteer Checklist <http://goo.gl/qza9WQ>
- Volunteer Victoria – Rights and responsibility <https://goo.gl/vDwfrC>
- Go Volunteer – Volunteer Guidelines <http://goo.gl/utzW5q>

# Other Support

- Volunteering Australia  
<http://www.volunteeringaustralia.org/volunteering-resources/volunteer-managers/>
- Volunteering Australia – National Standards <http://goo.gl/7U7GHJ>
- Club Help <http://www.clubhelp.org.au/volunteers/volunteer-management-manual>
- Our Community  
[https://www.ourcommunity.com.au/management/view\\_help\\_sheet.do?articleid=738](https://www.ourcommunity.com.au/management/view_help_sheet.do?articleid=738)
- Managing  
<https://www.volunteering.com.au/for-organisations/managing-volunteers/>
- <https://knowhownonprofit.org/people/volunteers>
- <http://www.volunteeringaustralia.org/volunteering-resources/volunteer-managers/>