Managing Volunteer Challenges

Presented by: Lauren Diener, CVA
Assistant Program Director, UpReach Therapeutic Equestrian Center
153 Paige Hill Rd, PO Box 355, Goffstown NH 03049
603.497.2343   lauren@upreachtec.org

Setting the Stage for SUCCESS

- Have written service descriptions
  - Outlines specific responsibilities and required qualifications
- Volunteer-related policies and procedures
  - Ensures consistency, helps guide decisions, risk management, foresee potential challenges & have predetermined method of handling
- Screening
  - Security & safety, appropriate placement in role, training as screening component (for both parties)
- Role-specific training
  - Expectations, ability to perform role & physical considerations, emergency preparedness, safety
Strategies for Challenges

• Re-training
• Opportunities for skill development
• Providing mentoring
• Adjusting supervision
• Change of role/task assignment
• Consider various learning & communication styles!!

Ending a Volunteer Relationship

• Maintain confidentiality
• Based on facts, not feelings
• Documentation is important! – of issues leading to this point, as well as of the actual dismissal
• Refer back to the established policies/qualifications
• If appropriate, refer to another organization where volunteer may be a good fit
• Use as a learning/evaluation tool to refine organization screening, training, procedures, policies