

CCCO HR SWAP MEET

TOP 10 TIPS: Rewarding Volunteers

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- 1) Recognition** Volunteers are donors; must feel they contribute to goals in measurable way. Have a plan for recognizing volunteers and their involvement.
- 2) Rewards That Take A Measurable Amount Of Time to Earn** Rewards for a set amount of hours for successfully completing volunteer shifts is key element. For example, CanStage gives two free ticket vouchers for 25 volunteer hours; many organizations offer coupon books for free access to museums, etc.
- 3) Short Term Rewards** In the arts, means getting to see show during volunteer shift. Number one draw for new volunteers (who often think every organization offers this chance). Not always realistic; other options can be offered. (i.e. CanStage volunteers can see play if they're ushering but not if they do bar; therefore bar servers invited to dress rehearsal but not ushers).
- 4) Staff/Social Environment For Volunteers** Rewarding to be in friendly social environment where meeting new and interesting, like-minded people. Teach staff about expectations of volunteers. Organize staff representatives to do 45 minute Learning Series for Volunteers at least a couple times a season!
- 5) Access/Invites/Insider Opportunities.** Ask volunteers what they consider a lasting reward. CanStage volunteers wish to view works in progress, work with like-minded team, educational opportunities like information interviews with staff, chances to be in presence of talent or creative contributors, chances to attend other organization's events at discount. Have prize draws just for vol's!
- 6) Make the work fun! (A Room Of One's Own)** Volunteer work can be tedious; staff should be trained to indicate specific ways that work is important to organization. Preferable to have "volunteer room" or space where volunteers can work together on tasks. Much administrative work can be done by "Weekly Administrative Crew"; CanStage Weekly Admin Crews include ESL students.
- 7) LISTEN!!!** Consult your volunteers. CanStage volunteers asked for monthly event exclusively for volunteers to mingle and sign up for shifts together. Events like these build team spirit and volunteer feels contribution is honored. Within this event CanStage now offers Learning Series for Volunteers.
- 8) 2nd Tier Rewards** Volunteer internships becoming increasingly popular; internship should be no more than 4 months, no more than 14 hours per week; offer excellent rewards such as progress reports, information interviews with staff, goal-setting with interns, assistance with job searches.
- 9) Broadcast E-mail Subscription/Volunteers assisting in recruitment.** Weekly broadcast e-mails usually include volunteer opportunities and job postings, to assist volunteers in building network connections and seeking employment. Also result in many new possible volunteers receiving the e-mail from a friend – these people may come forward to subscribe.
- 10) Certification or Accreditation** Organizations should endeavor to assist volunteers in acquiring accreditation where mutually beneficial.