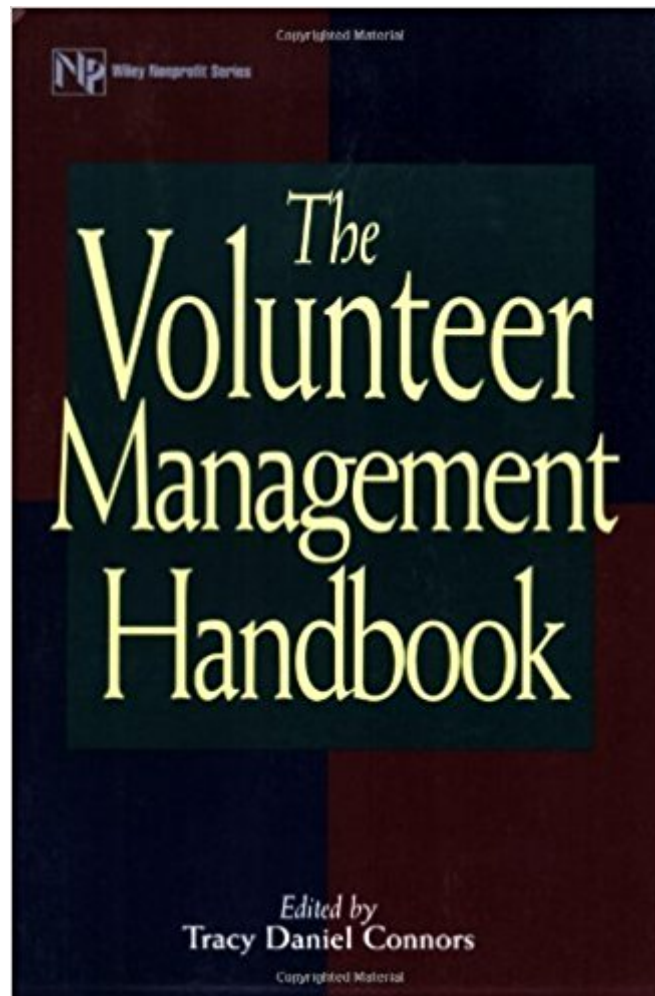




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The Volunteer Management Handbook



Synopsis

"Until now, we and other nonprofits had to find out the hard way by trial and error that garnering the energies of today's volunteers means answering their special needs. That's where *The Volunteer Management Handbook* comes in, with helpful, practical, and proven solutions to the often overlooked problems of effectively managing volunteer efforts." —*From the Foreword by Kathleen Behrens Executive Director, New York Cares*

The Volunteer Management Handbook Drawing on the experience and expertise of recognized authorities on nonprofit organizations, *The Volunteer Management Handbook* offers the nonprofit manager a complete guide to establishing and maintaining an active and effective volunteer program. In one handy reference volume, the Handbook offers practical guidance on such essential issues as: Motivating people to volunteer their time and services Developing a detailed Volunteer Management Policy Manual Recruitment, orientation, and retention Training volunteers Recognition and reward systems for volunteers Volunteers and the law: liabilities, immunities, and responsibilities Designed for all nonprofit and fund-raising professionals as well as volunteer leaders, *The Volunteer Management Handbook* is an indispensable reference that is unsurpassed in both the breadth and depth of its coverage.

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Customer Reviews

This handy desktop reference contains all the information a nonprofit manager needs in order to

establish and maintain an active volunteer program. Provides crucial material on legal issues ranging from standard employment law to risk management and such management practices as recruiting, training and integrating volunteers into the general organizational structure. Features guidelines, suggestions, checklists and sample forms plus proven strategies and techniques from experts in the nonprofit sector. --This text refers to an out of print or unavailable edition of this title.

"Until now, we and other nonprofits had to find out the hard way?by trial and error?that garnering the energies of today?s volunteers means answering their special needs. That?s where The Volunteer Management Handbook comes in, with helpful, practical, and proven solutions to the often overlooked problems of effectively managing volunteer efforts." ? From the Foreword by Kathleen Behrens Executive Director, New York Cares The Volunteer Management Handbook Drawing on the experience and expertise of recognized authorities on nonprofit organizations, The Volunteer Management Handbook offers the nonprofit manager a complete guide to establishing and maintaining an active and effective volunteer program. In one handy reference volume, the Handbook offers practical guidance on such essential issues as: Motivating people to volunteer their time and services Developing a detailed Volunteer Management Policy Manual Recruitment, orientation, and retention Training volunteers Recognition and reward systems for volunteers Volunteers and the law: liabilities, immunities, and responsibilities Designed for all nonprofit and fund-raising professionals as well as volunteer leaders, The Volunteer Management Handbook is an indispensable reference that is unsurpassed in both the breadth and depth of its coverage.

Bought for my daughter's college class. It did the job.

Great thank you wonderful seller

I loved this book. It is very well written and extremely well outlined. And the list of contributors to this book is impressive. They bring much credibility to the ideas and concepts presented. What this book does is provide helpful, practical and proven solutions to anyone who needs to be able to effectively manage volunteer efforts at nonprofits. Are you an executive director at an NPO, a member of a BOD of an NPO, or a consultant providing capital campaign direction to an NPO? Then this book is for you. Volunteers have always been and always will be an important resource for nonprofits of all types and sizes. As a result, this is a very important book. It has the following 18 chapters:1. Metaphors and visions for the voluntary sector2. Motivating people to volunteer their services3.

Preparing the organization for volunteers4. Recruitment, orientation, and retention5. Training and development of volunteers6. Training volunteers in quality management techniques and tools7. Policies for volunteer programs8. Administration of volunteer programs9. Episodic volunteering10. Volunteer and staff relations11. Reward and recognition systems for volunteers12. The role of volunteers in fundraising13. Managing corporate and employee volunteer programs14. General liabilities and immunities15. Board member liability and responsibility16. Risk management strategies17. Volunteers and employment law18. National service: 20 questions and some answersAnd these chapters are grouped into three parts:I. Volunteer Development (chapters 1-6)II. Volunteer Management (chapters 7-13)III. Volunteers and the law (chapters 14-18)Volunteers work for nonprofits in many ways. Some are members of boards of directors. Some help run programs offered by nonprofits. Others help run fundraising activities such as special events and capital campaigns. And yet others make major gifts to NPOs and do "asks" in major gift campaigns and capital campaigns. This book is about how to keep these people helping your organization.Volunteers sitting on a BOD expect something different from an NPO than volunteers helping to put on a special event or volunteers leading a capital campaign. But all volunteers consistently expect their NPO to provide a worthy cause and be credible. This book does an outstanding job of explaining how an NPO and its leadership can attract, manage, and keep wonderful volunteers. If lead and managed appropriately (professionally), volunteers will continue to volunteer their time, services, and money. Read this book and find out how this is done. 5 stars!

This is a very comprehensive manual for the management of volunteer based groups. I used this book extensively for two years as president of a 100% volunteer based non-profit org. Frankly, it was indispensable as both a guide and reference in countless situations, from rewriting the bylaws and policies, to managing/inspiring/leading a board of 12 directors and over 60 volunteers/500+ members. This group went from a dwindling, unorganized, under-funded lot to a vibrant, well organized, and well funded group during my time of service. I owed a lot of that success to this book.

Every volunteer in any organization needs to be presented with this book. And every employee of every non-profit organization should have their job performance reviews based in part on this book. Just sayin'...

read this in college for a class

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