

# Utilizing and Retaining Volunteers in Sexual Assault Programs

Presented by:

Corey Hodge

Heritage University



# Webinar Overview

- Factors Affecting Sustained Volunteerism
- Current Practices at Sexual Assault Programs
- Strategies Leading To Retention
- Planning Changes in your Sexual Assault Program

# Introduction

- High turnover is a problem that many organizations face
- About 35% of people leave before finishing a year
- Average duration of volunteer participation in human services organizations is 1.5 years

# What Factors Affect Sustained Volunteerism?

- Volunteer Characteristics
  - Motivation (younger/older)
  - Disposition to help
  - Integration of the idea of being a volunteer into self-concept
  - “Positive Emotions” – pride, enthusiasm, and happiness about belonging to the organization
  - Satisfaction

# What Factors Affect Sustained Volunteerism? (2)

- Organizational Characteristics
  - Provides effective/extensive training
  - Integrates volunteers into the organization
  - Staff gives social support to the volunteers
  - Volunteers are supervised
  - Creates peer groups

# What Factors Affect Sustained Volunteerism? (3)

- Job Characteristics
  - Defined objectives
  - Varied tasks (less repetitive work)
  - Significant
  - Useful to others

# Current Practices at Sexual Assault Programs

- Volunteers require the commitments of time and resources. Does your sexual assault program have staff time dedicated to volunteer support? Please answer our polling question, coming up next.

# Current Practices at Sexual Assault Programs

- Please answer our poll about how you use volunteers and the activities they perform for your program.



# Strategies Leading To Retention

- Training
- Contracting
- Clearly defining roles and responsibilities of volunteers and staff
- Building a sense of belonging
- Communicating value of volunteers at same level as staff
- Allowing volunteers to do significant work

## Strategies Leading To Retention (2)

- Create volunteer mentor program
- Regular structured supervision
- On-call support/supervision
- Regular education/information sessions
- Alternative strategies to meet ongoing training requirements
- Make physical space available

## Strategies Leading To Retention (3)

- Encourage volunteers to do a variety of tasks
- Encourage social ties among volunteers
- Create opportunities for staff to provide social support to volunteers
- Hold social gatherings
- Thank privately and publicly
- Acknowledge occasions

# Planning Changes in Your Sexual Assault Program

- Changes to structure
- Changes to policies/procedures
- Changes to strategies

# Planning Changes in Your Sexual Assault Program (2)

- Pick 3 ideas to implement
- What would it take to make these happen?
- Are new resources needed?
- What can you do in the next day/week/month/year to implement the change?

# Resource

- *WCSAP Manager's Viewpoint* publication, Spring 2006, on ***Volunteers***
- <http://bit.ly/cNIMti>

## *Table of Contents:*

- Giving from the Heart: Recruiting, Retaining, and Caring for your Volunteers
- Attracting Workplace Volunteers
- An Application Process that Works!
- Supervising Volunteers
- Planning and Preparing Your Agency for Volunteer Involvement
- On-Line Resources
- Looking to Inspire your Staff or Board?

# References

- Claxton-Oldfield, S. & Claxton-Oldfield, J. (2008). Keeping hospice palliative care volunteers on board: Dealing with issues of volunteer attrition, stress and retention. *Indian Journal of Palliative Care*, 14(1), 30-37.
- Haski-Leventhal, D. & Cnaan, R. (2009). Group Processes and Volunteering: Using Groups to Enhance Volunteerism. *Administration in Social Work*, 33, 61-80.
- Hidalgo, M. & Moreno, P. (2009). Organizational Socialization of Volunteers: The Effect on Their Intention to Remain. *Journal of Community Psychology*, 37(5), 594-601.
- Netting, F., Nelson, H., Borders, K., & Huber, R. (2004). Volunteer and Paid Staff Relationships: Implications for Social Work Administration. *Administration in Social Work*, 28(3/4), 69-89.
- Omoto, A., Snyder, M. & Martino, S. (2000). Volunteerism and the Life Course: Investigating Age-Related Agendas for Action. *Basic and Applied Social Psychology*, 22(3), 181-197.
- Rufer, A. (2010). Keys to Recruitment and Retention. *Fire Engineering*, August 14-15.

# Thank you!

**Corey Hodge**

**Assistant Professor, Social Work Program**

Heritage University

3240 Fort Rd.

Toppenish, WA 98948

509-865-8516

[Hodge\\_c@heritage.edu](mailto:Hodge_c@heritage.edu)

[www.heritage.edu](http://www.heritage.edu)

