Volunteer Advisory Committee

Communication Initiative
May – June, 2015
Town Hall Agenda

• Volunteer Advisory Committee Purpose & Scope
  – Who’s on the VAC?
  – Proposed Goals for FY15 & FY16
  – Key Deliverables:
    • Expectations
    • Commitments
    • Q&A
Key Take-Aways

• We’re communicating key VAC projects to all Volunteers in preparation for FY16
• The VAC’s purpose is to work through “initiatives that sustain Volunteers & Staff working effectively together towards HSSV’s Mission”.
• We are trying to hold ourselves (staff) and volunteers to a higher standard.
• Committee is a cross functional team of staff and volunteers, working towards common goals.
Current Contributors

Volunteers*

• Malcolm Bramwell
• Margie Croall
• Karen Farrelly
• Norma Fries
• Glen Hunkler
• Elizabeth Laverty
• Kelly Lo
• Jackie MacMillan
• Becky Ranninger
• Jean Wilder (Chairperson)

Staff

• HSSV Leadership Team (Approvers)
• Jeanne Wu (Driver)
• Jaime Allen (Facilitator)
• Staff Contributors
  – Kris Gunderson
  – Nichole Boudreau
  – Ali Talley
  – Amy Winkleblack

*These are the people you can go to for advice and guidance!
The **Scope** of VAC Committee

*Initiatives that sustain Volunteers and Staff working *effectively* together towards HSSV’s Mission.*
Evolution of Committee: Why We Came Together

Although there is a general sense that Staff & Volunteer relations have improved over the last several years, concerns, misunderstandings, and potential conflicts continue to exist that interfere with a mutual desire to work effectively together on behalf of our Mission.
What Success Looks Like

• Proactively and timely resolve areas of confusion and conflict
  – Actively work the identified problems as a team
  – Standards of behavior for both volunteers and staff
  – Accountability, Modeling and Team Agreements

• Create opportunities for two-way feedback
  – Focus is on fostering relationships

• Create an educational and engagement forum to foster a life-long connection to HSSV and animal welfare
  – Retention programs
  – Mission impact

Ah, success!
Actionable Projects for FY15

Project #1: Volunteer Website Redesign

• Platform is obsolete, and soon, we won’t be able to support functionality
• We are on track to launch this summer
• If you’d like to be a “tester” of the new website before it goes live, please sign up with us before you leave tonight
Actionable Projects for FY15

Project #2: Resolve “pieces” of Volunteer/Staff framework for working effectively together:

- Define “Staff Expectations of Volunteers”
- Understand “Volunteer Expectations of Staff”
- FY16 Commitment Statement to Volunteers
- A Conflict Resolution process
Project #2: The Framework

- Staff Expectations of Volunteers
  - completed; please see handouts for full document

- Volunteer Expectations of Staff
  - completed

- Staff Commitments to Volunteers
  - completed for FY16; please see handouts for full document

- Conflict Resolution Process
  - under development
Setting, Understanding, Managing and Meeting Others’ Expectations make the world go ‘round

Customer Relations Expectations:
We expect all guests, visitors and other parties associated with HSSV (staff, donors, volunteers, customers, students/children, other shelters, etc.) to be treated with dignity and respect at all times.

Team Player Expectations:
We expect that protocols, policies, processes and procedures will be followed.
Setting, Understanding, Managing and Meeting Others’ Expectations make the world go ‘round

Conflict Management Expectations:
We expect that should conflicts, concerns and/or disagreements arise, they will be brought to the assigned manager’s attention (or the Volunteer Programs Manager’s attention, as an alternative) for resolution in a timely manner.

Role Modeling Expectations
Volunteers that reach a level of accomplishment with HSSV, such as Mentors or long-standing volunteers, are expected to set good examples within the spirit and intent of these expectations.
Volunteer Expectations

• Malcolm to present
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Q&A

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