



New Year, New Role

A 101 Guide for New Volunteer Managers

Presented By:

Karin Henderson, CVA

Hosted By:

Better Impact - January 29, 2026

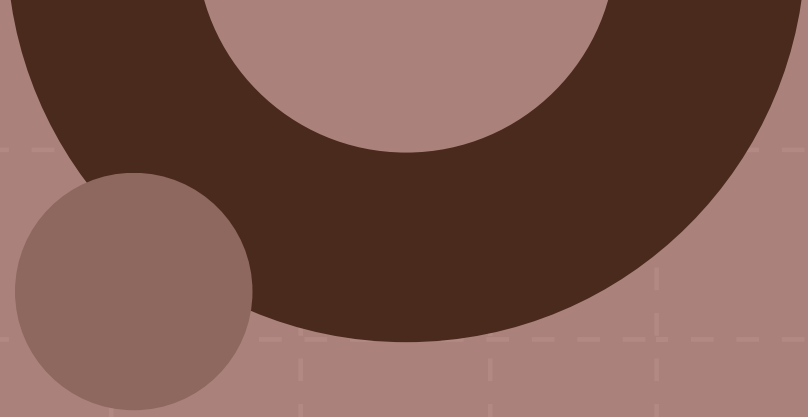


Welcome



Karin Henderson
Non-Profit Consultant

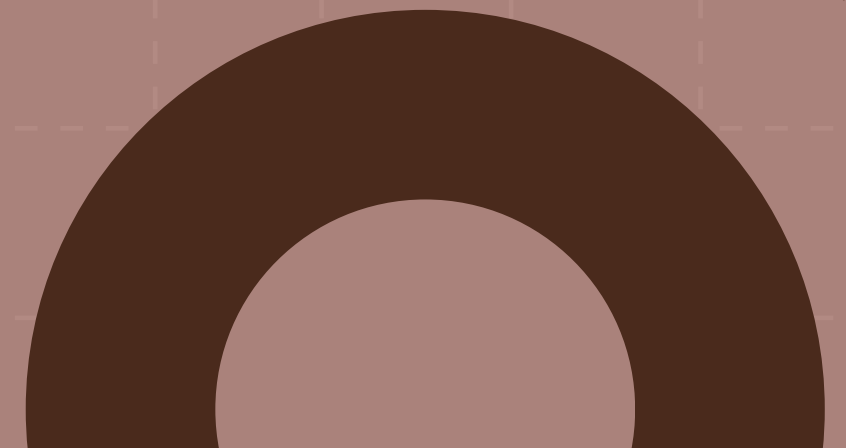


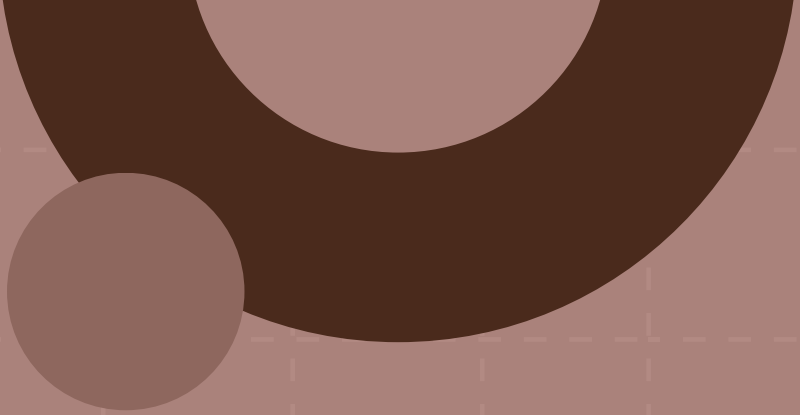


About J2K

Strategic Nonprofit Support
Volunteer-Powered Programs
Community Engagement & Events
Systems that Reduce Burnout

Visit me at www.j2kconsulting.co



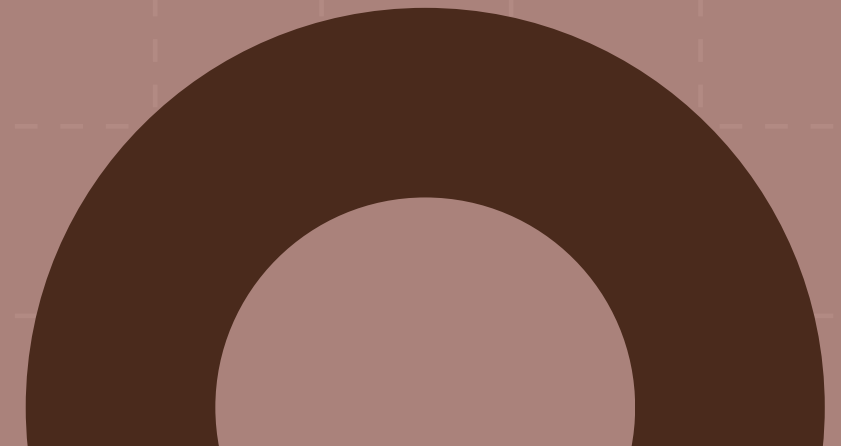


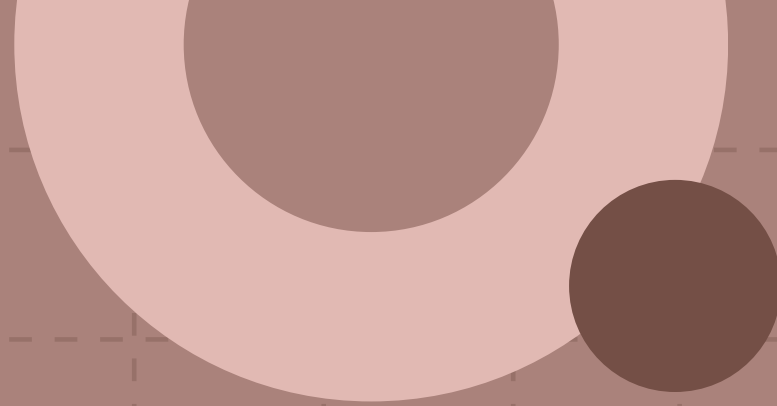
Where are you in your journey?



Quick Poll

- Brand new - started within the last 3 months
- Somewhat new 3-12 months in this role
- This just got added to my current role
- I've been doing this a while but never had formal training
- I'm here as a veteran and want to support new friends





What We Will Cover Today

- Getting Organized from Day One
- Being Productive with Less
- Leveraging Technology Wisely
- Your Many “Hats” as a Volunteer Manager
- Resources & Community Support





The Truth No One Told You



Profession



Work



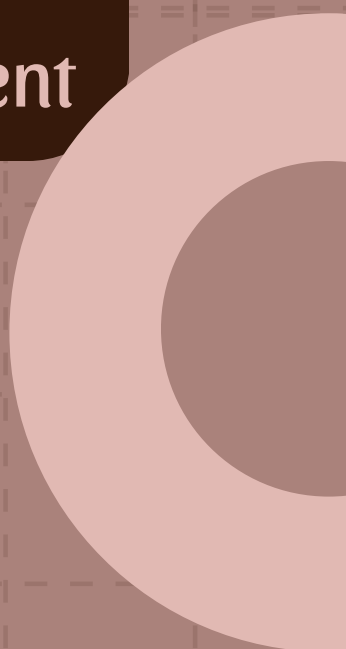
Budget



Strategy



This Is a Profession, Not a Side Task

- Recruiting
 - Training
 - Scheduling
 - Supporting
 - Retaining
 - Recognizing
 - Tracking
 - Communicating
 - Budgeting
 - Event planning
 - Coordinating
 - Strategizing
 - Being accessible
 - Program Management
- 



Why Organization is the First Thing You Must Fix

- No systems
- No documentation
- No clarity
- No infrastructure



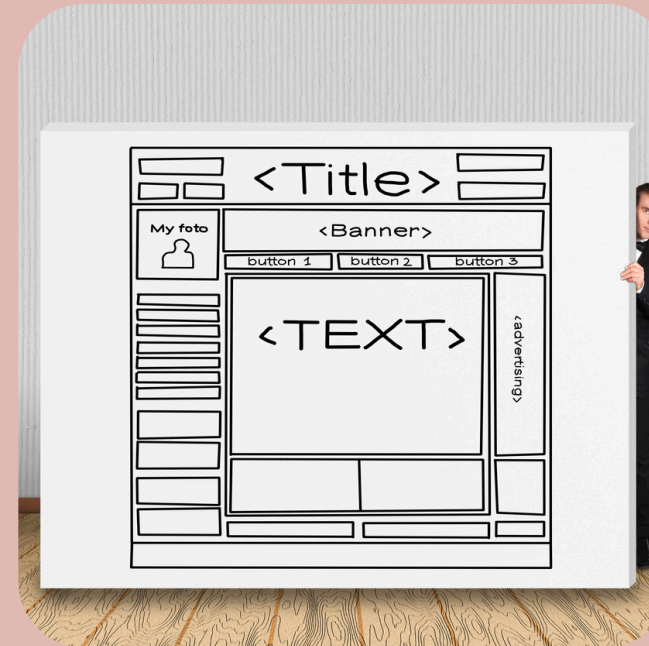
Building Blocks



Roles



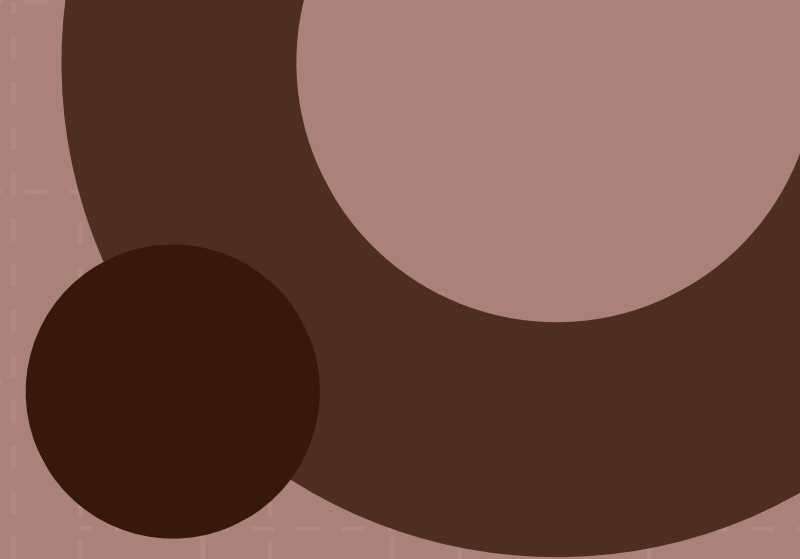
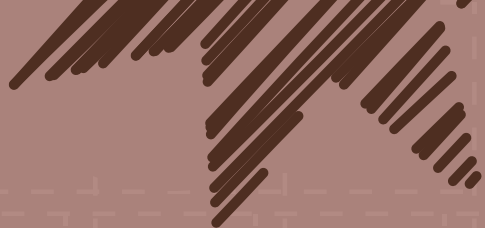
Policy



Documentation



Records



Building Block #1

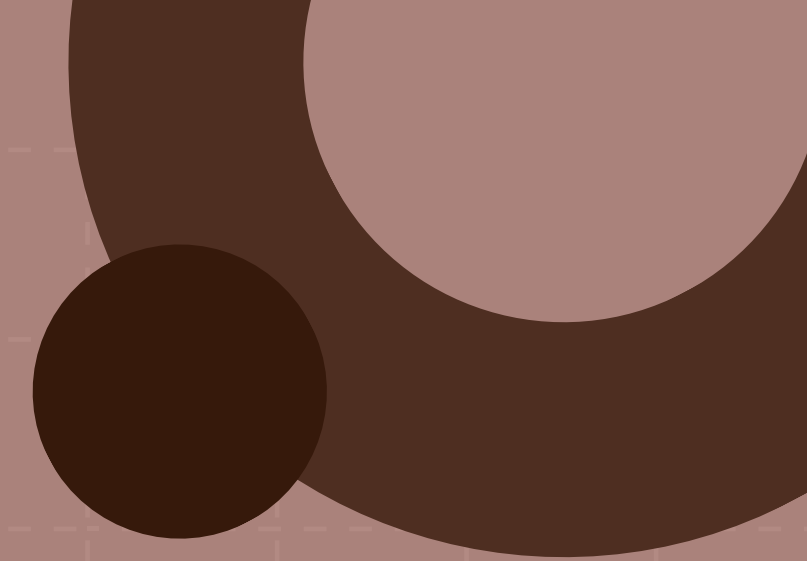
Clear Volunteer Roles

Every Volunteer needs to know:

- Purpose of the role - what they are trying to accomplish
- Specific tasks - what specific work they will do
- How success is measured - what are the outcomes
- Who they report to and work with - primary contacts

What is one role in your organization that needs a clearer description?

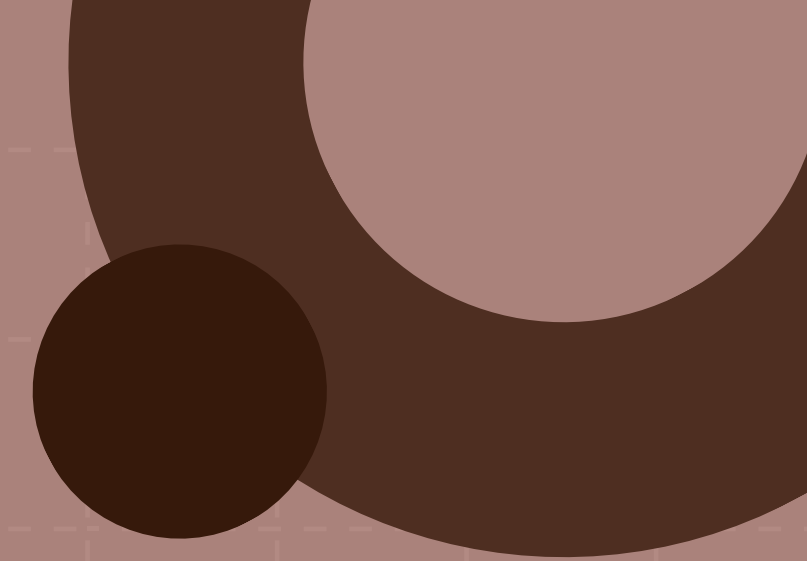




Building Block #2

Policies & Procedures

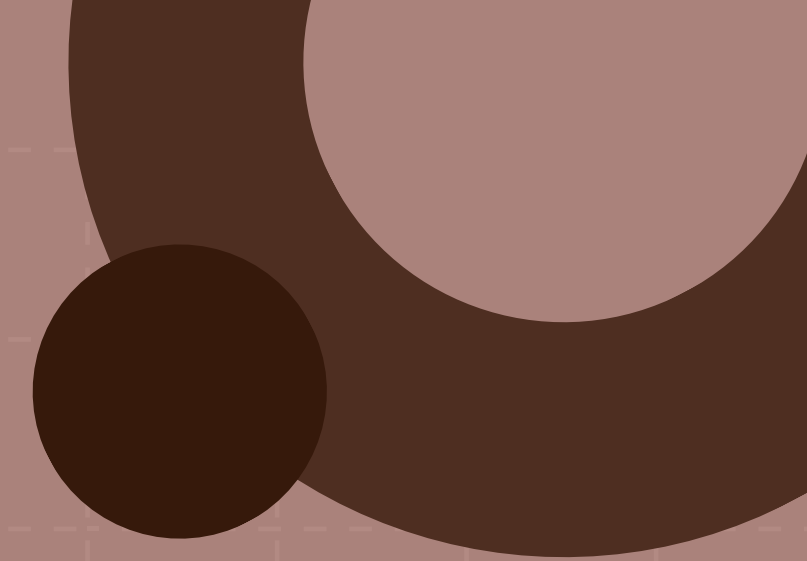
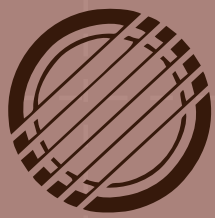
- Screening
- Confidentiality
- Safety
- Boundaries
- Grievance process
- Recognition approach



Building Block #3

Your Forms & Templates

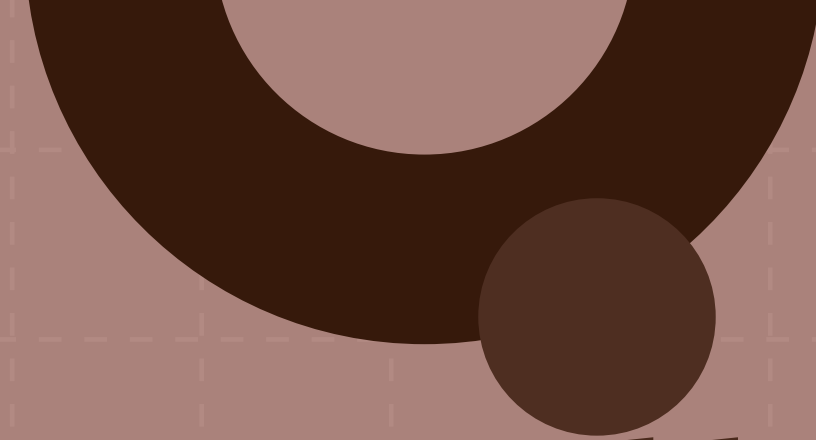
- Application
- Interview guide
- Orientation checklist
- Hours tracking log
- Evaluation form
- Incident report



Building Block #4

What You Must Track

- Contact information
- Availability
- Roles trained for
- Certifications/Checks
- Emergency Contact
- Recognition Received

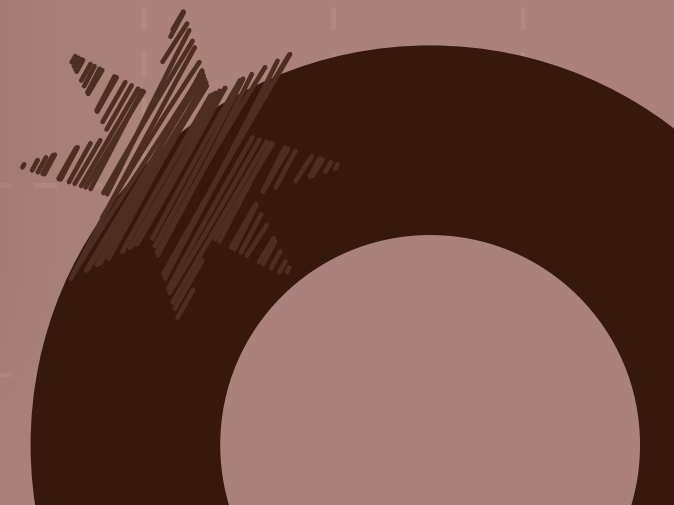


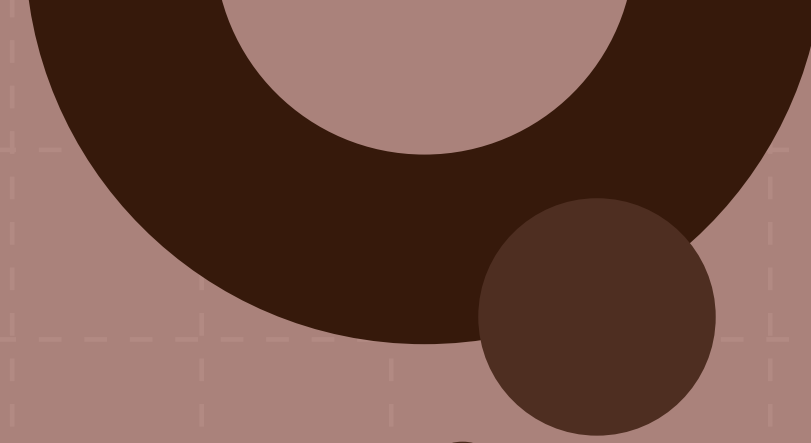
Start Small, Then Grow

Start with Organization

Before anything else, build a system

Start small. Test. Refine. Then grow.





DBB

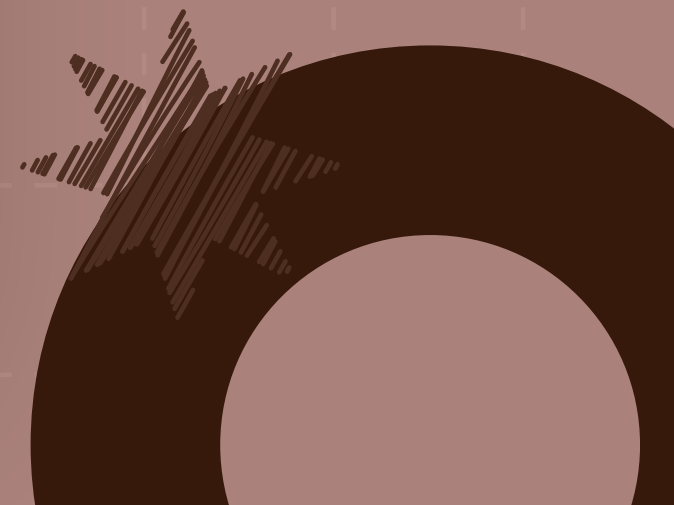
Be Proactive, Not Just Busy

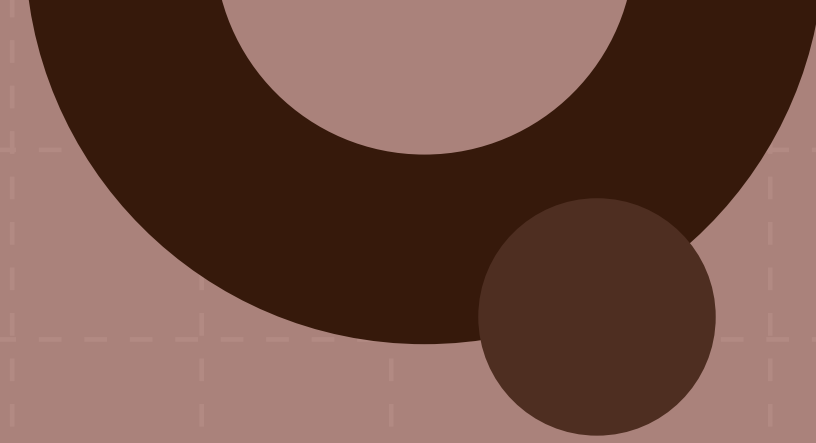
You Cannot Fix Everything

Prioritize. Triage. Breathe

Your Only Priorities in Month One

1. Understand the current volunteer roles
2. Connect with staff who work with volunteers
3. Identify urgent gaps
4. Set communication rhythm





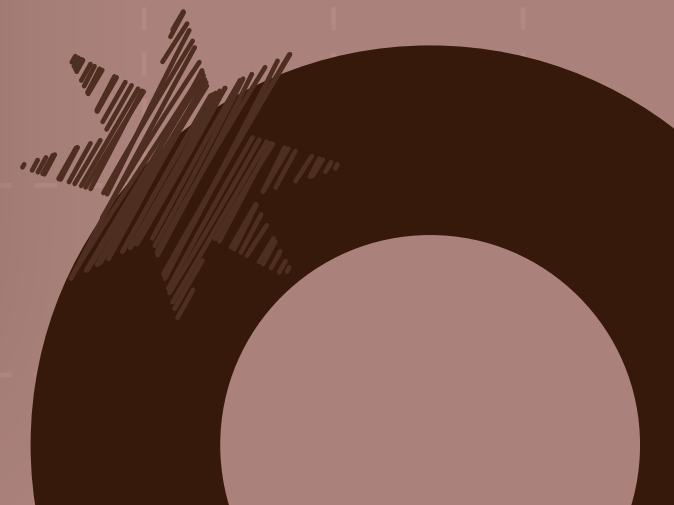
2022

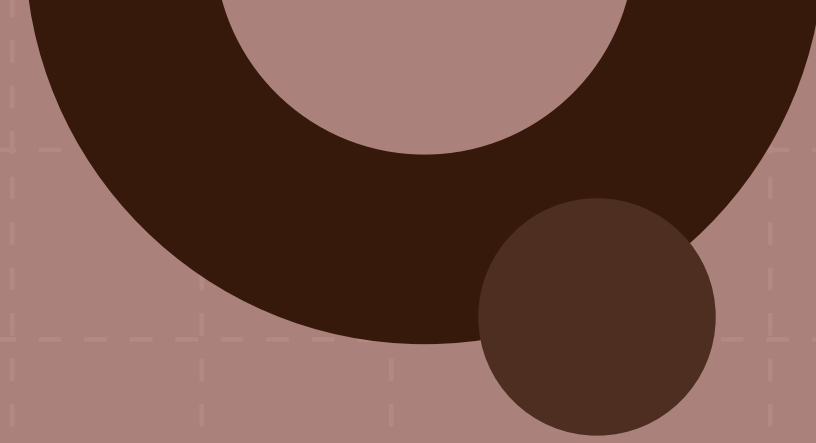
Technology: Tool or Trap?

Technology Is Your Friend

- Communication method
- Calendar
- Hour tracking
- Report generator
- Store volunteer information

Choose clear process > complicated software





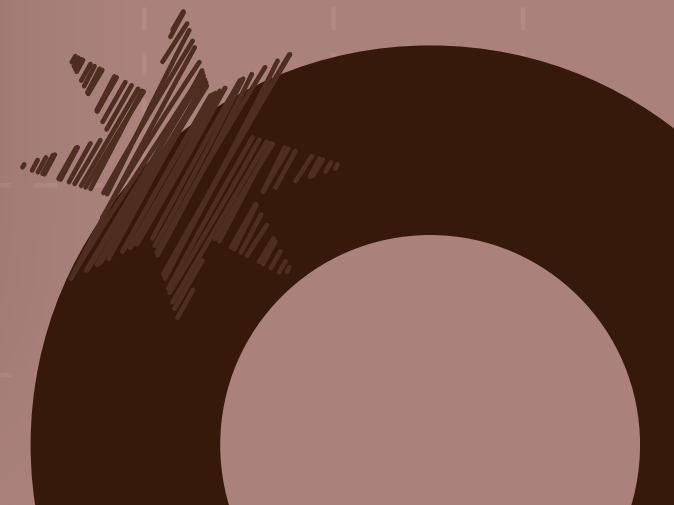
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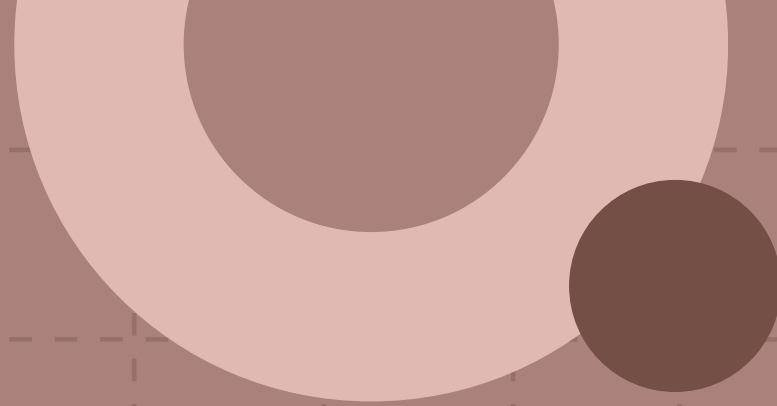
Share the Supervisory Load

Volunteer management is not a solo job.
Staff must share supervision.

Questions to Ask Your Boss This Week

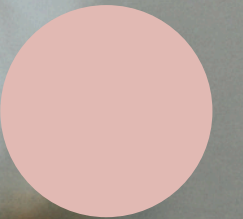
1. Who supervises volunteers day-to-day?
2. What decisions can I make?
3. What needs approval?
4. What does success look like?

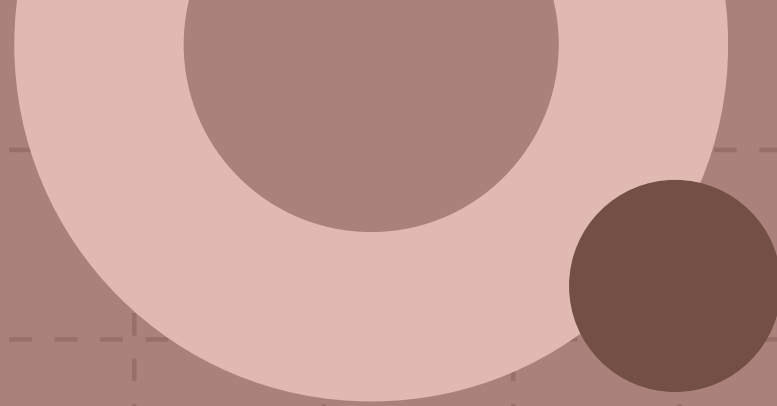




Hat #1

Recruiter & Marketer

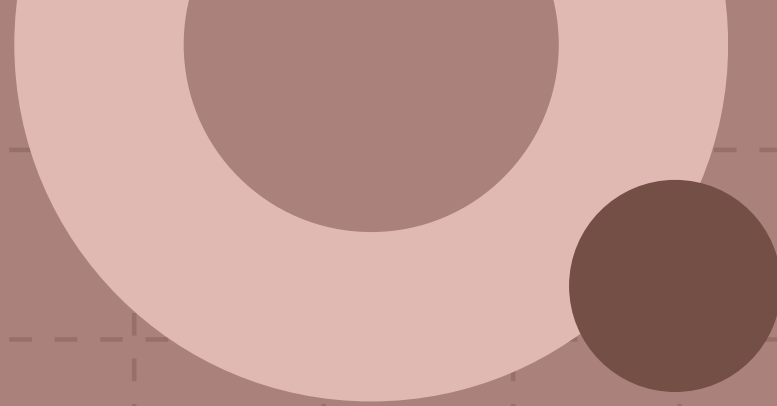




Hat #2

Interviewer & Matchmaker

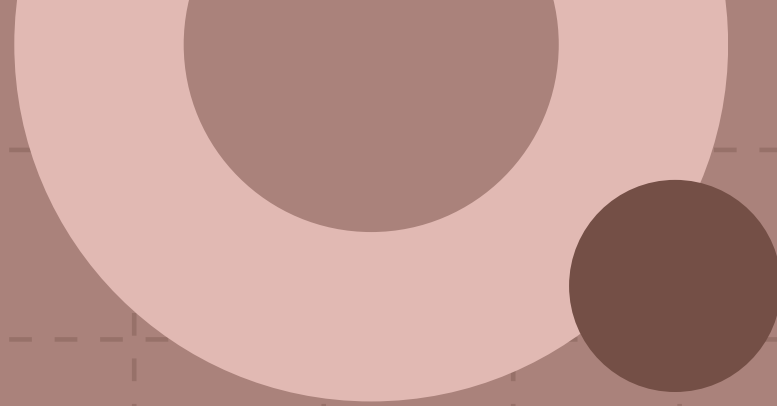




Hat #3

Trainer & Coach

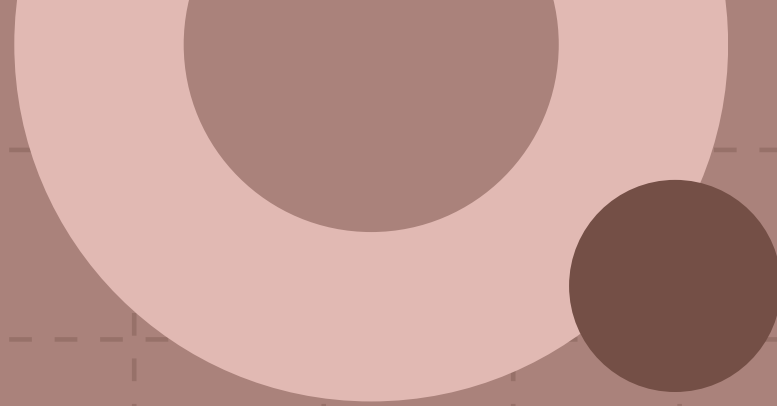




Hat #4

Problem Solver & Risk Manager

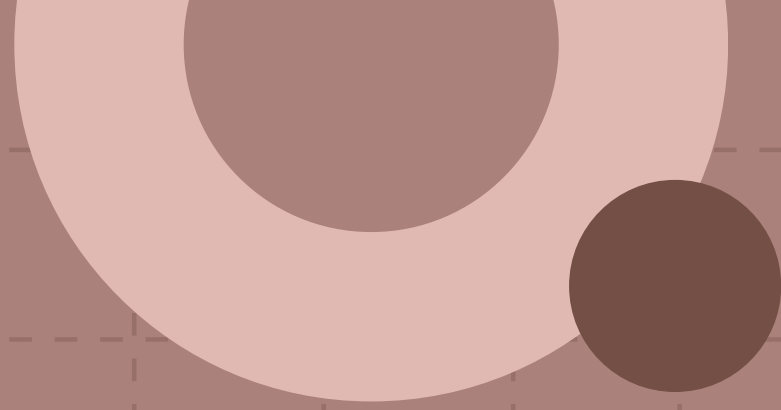




Hat #5

Advocate & Strategist





Your First Steps: What To Do Monday





Week 1:

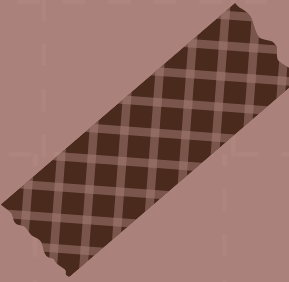
Observe & Learn

Learn - Organize - Plan

Observe. Ask questions. Change nothing.

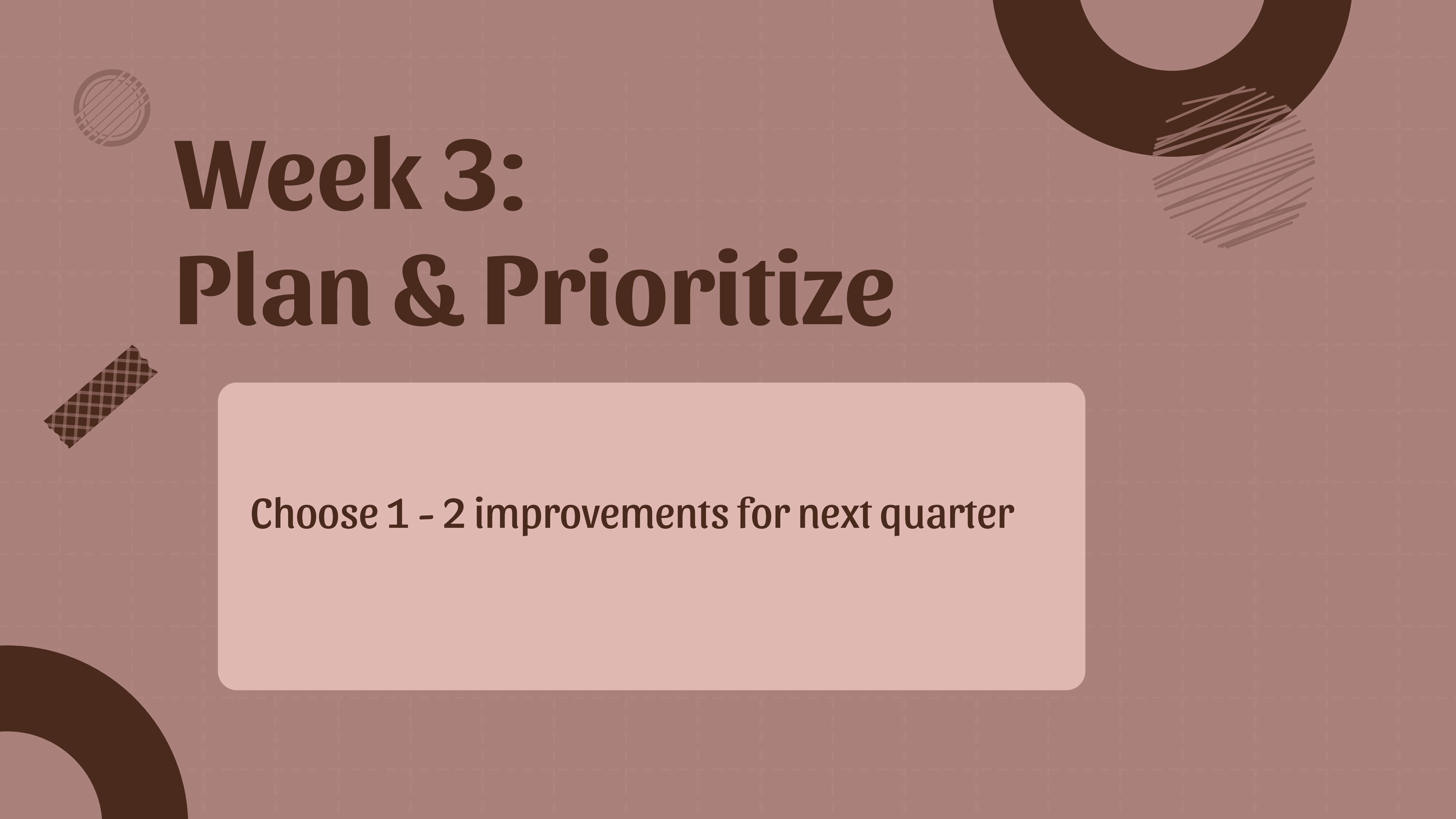


Week 2: **Organize & Stabilize**



Build systems. Fix urgent gaps





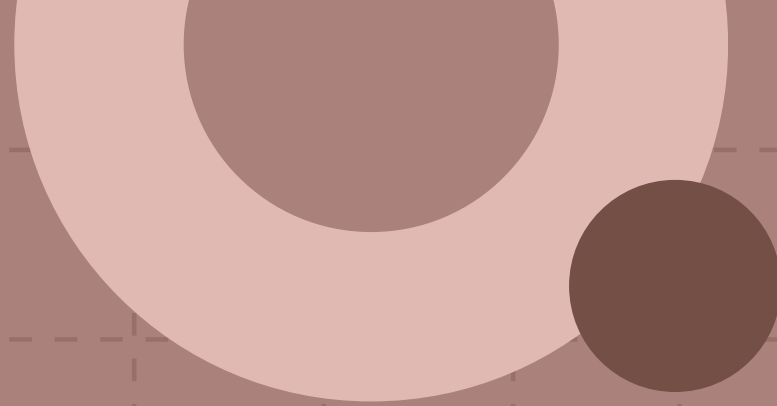
Week 3: Plan & Prioritize

Choose 1 - 2 improvements for next quarter



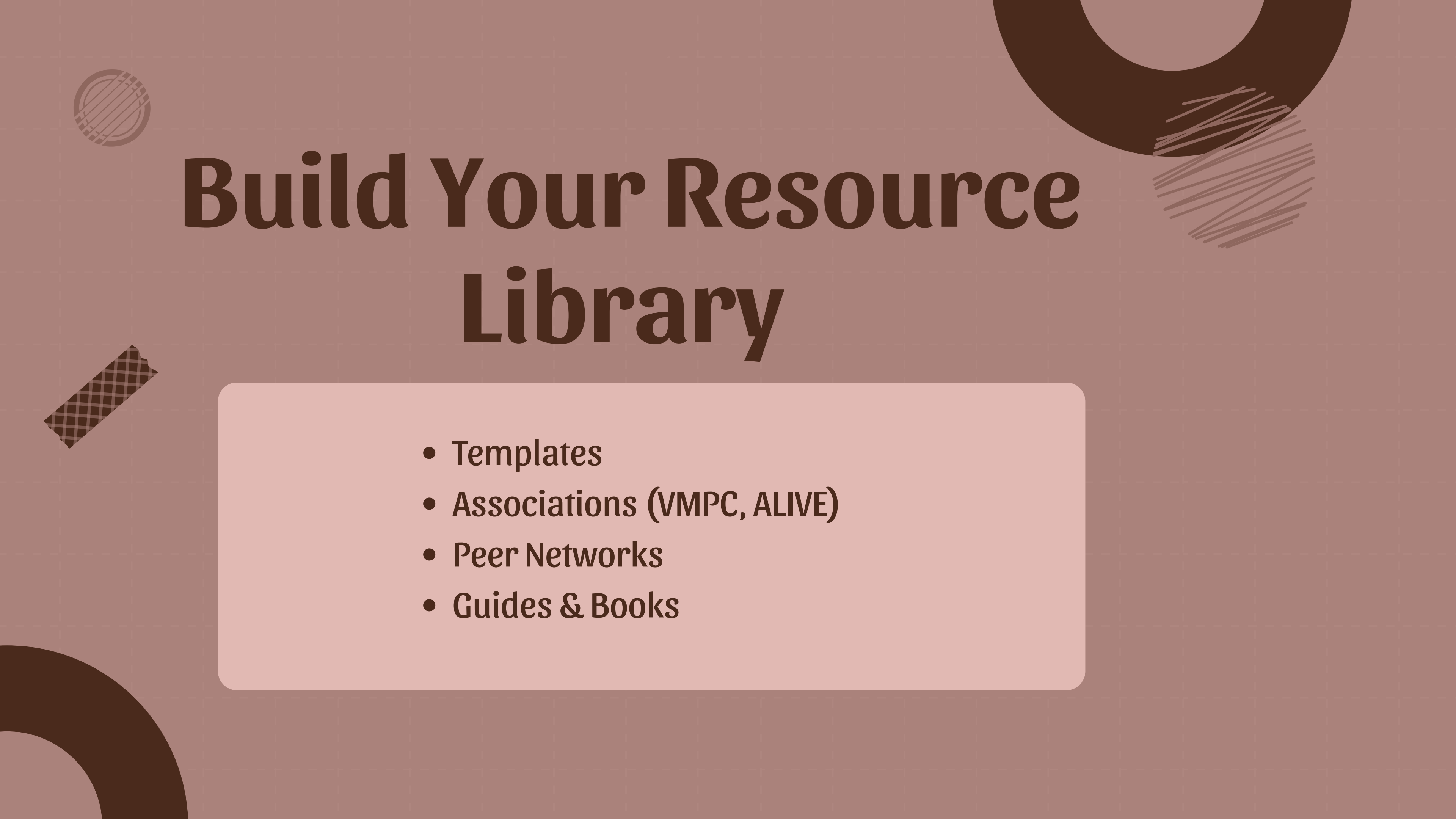
What NOT To Do

- ❌ Rewrite everything
- ❌ Launch a big recruitment campaign
- ❌ Buy expensive software
- ❌ Try to be perfect



Tools & Support





Build Your Resource Library

- Templates
- Associations (VMPC, ALIVE)
- Peer Networks
- Guides & Books



You Are Not Alone

Every experienced volunteer leader
started here

Connection



Where to Find Help

Better Impact

Local Volunteer centres

Professional associations

Peers

Professional development



If You Only Remember 3 Things

1. You are not behind
2. Systems first, everything else later
3. Ask for clarity early



Let's Chat

