



Volunteer Management Best Practices: Service Days

This document is a resource designed to guide school staff through the volunteer event planning process.

Directions: Review the best practices shared below and complete the **Volunteer Event Summary** and **Project Outline** forms with your staff. Once completed, share those documents with your volunteers 5-7 days in advance of the event.

Step 1: Identify Projects in Advance

- Pre-Event:**
 - Meet with the volunteer group to learn the types of projects they are/are not able to complete and their flexibility on dates/times.
 - Once you have a general understanding of what the group can do, work with your staff to complete the **Volunteer Event Summary** and **Project Outline** forms.

Completing these forms will require identifying:

- The date and time your school will host volunteers
- Projects for volunteers to complete
- The staff member who will act as the primary point of contact for the volunteer group

**Tip: When selecting a date, be sure to check with custodial staff and other groups that may use any of the spaces where volunteers will be working.*



Step 2: Assign a Project Lead

- Pre-Event:** The “Project Lead” is a school staff or community member assigned to supervise the project the day of the event. This person’s responsibilities are to direct volunteers, answer questions, and ensure volunteers complete the tasks as assigned the day of the event.

**Tip: if you have one person serve as Project Lead over several projects, ensure those projects take place in the same area so that the Project Lead can supervise all projects.*

Step 3: Gather Materials

- Pre-Event:** Identify and gather the materials you will need in order to complete each project.
 - If there are materials you do not have and are not able to purchase, consider sharing these item needs with your volunteers before the event, they may be able to provide assistance.
- Day of Event:** Ensure each project has the correct materials in appropriate quantities when volunteers arrive.

Step 4: Consider Volunteer Experience

- Pre-Event:** Send the Volunteer Event Summary and Project Outline sheets to your group 5-7 days before the event.
- Day of Event:** Share the impact of the work volunteers will complete.
- Post-Event:** Send a thank you note to your volunteers and keep in touch. You may be able to invite them back to support your school again in the future.



Volunteer Event Summary

Complete and share this document with volunteer groups 5-7 days in advance of their scheduled volunteer event.

School Name and Address	<i>Insert school name and address</i>
Volunteer Event Date and Time	<i>Insert volunteer event date and time</i>
Volunteer Event Point of Contact (POC) - <u>School</u>	<i>Insert <u>school</u> based volunteer event POC name, email address, and day of event phone number</i>
Volunteer Event Point of Contact (POC) - <u>Partner</u>	<i>Insert <u>partner</u> organization POC name, email address, and day of event phone number</i>
Project(s) Overview	<i>List all of the projects to be completed along with their descriptions</i>
Total # of volunteers requested	<i>List minimum <u>and</u> maximum number of volunteers needed to complete projects</i>
DAY OF LOGISTICS	
Transportation	<i>Insert any parking/metro instructions here</i>
Schedule	<i>Volunteer Arrival/Check In Time: Volunteer Shift Begins: Volunteer Shift Ends:</i>
Volunteer Check-In Point	<i>Insert the name of the location where volunteers should report upon arriving at the school. From here the Volunteer Event POC should be able to direct volunteers to their projects.</i>
Volunteers Should Bring:	<input type="checkbox"/> Comfortable clothing: be sure to wear something you don't mind getting dirty <input type="checkbox"/> Closed-toe shoes <input type="checkbox"/> Water bottle and snacks <input type="checkbox"/> Photo ID <input type="checkbox"/> Cell Phone
Social Media	<i>Remember to tag the following handles in your posts about volunteering!</i> Twitter: <i>INSERT SCHOOL SOCIAL MEDIA HANDLES</i> , @dcpartners, @dcpublicschools Instagram: <i>INSERT SCHOOL SOCIAL MEDIA HANDLES</i> , @dcpublicschools Facebook: <i>INSERT SCHOOL SOCIAL MEDIA HANDLES</i> , @dcpublicschools



Project Outline

The school should use the outline below to map out their project needs and assign volunteers. Share this outline with volunteers 5-7 days in advance of your volunteer event. Allow volunteers to assign themselves to projects upon arrival.

Project #1 : <u> Insert Title </u>	
School Based Project Lead	<i>Name of school staff member leading volunteers on this project</i>
Project Location	<i>Location of this project (room #, room name, etc.)</i>
Project Description	<i>Describe volunteer tasks</i>
# of Volunteers Requested	<i>Min. – max. number of volunteers Project Lead can supervise</i>
Materials Checklist	<i>Insert the materials and quantity the Project Lead should have on hand to for volunteers</i>
Project #2: <u> Insert Title </u>	
School Based Project Lead	<i>Name of school staff member leading volunteers on this project</i>
Project Location	<i>Location of this project (room #, room name, etc.)</i>
Project Description	<i>Describe volunteer tasks</i>
# of Volunteers Requested	<i>Min. – max. number of volunteers Project Lead can supervise</i>
Materials Checklist	<i>Insert the materials and quantity the Project Lead should have on hand to for volunteers</i>
Project #3: <u> Insert Title </u>	
School Based Project Lead	<i>Name of school staff member leading volunteers on this project</i>
Project Location	<i>Location of this project (room #, room name, etc.)</i>
Project Description	<i>Describe volunteer tasks</i>
# of Volunteers Requested	<i>Min. – max. number of volunteers Project Lead can supervise</i>
Materials Checklist	<i>Insert the materials and quantity the Project Lead should have on hand to for volunteers</i>