SPECIAL OLYMPICS VOLUNTEER MANAGEMENT SERIES

SUPERVISION

©

Experience with Supervising Volunteers

- Successful

- Stressful

- So-so

- Super

- Smooth

- Satisfying

- Strenuous

- Stormy

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Learning Objectives:
Supervising Volunteers

- Define the role of supervisor of volunteers

- Explain the similarities and differences in supervising paid versus non-paid staff

- Evaluate their general competence in supervision and qualities of effective supervisors

- Discuss the various methods of supervising volunteers

Key Concepts of Supervising Volunteers

1. Staff and volunteers who are asked to supervise volunteers must clearly understand the Program's expectation of them in this role.

2. People who are competent supervisors of salaried and non-salaried staff share key skills and characteristics.

3. Although principles of supervision for volunteers and staff are very similar, there are some unique aspects of volunteer supervision.

4. Depending on formality, size and style of the organization, type of job, etc., supervision systems and methods can be quite varied.

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Key Concepts of Supervising Volunteers #1

Staff and volunteers who are asked to supervise volunteers must clearly understand the Program's expectation of them in this role.

Supervisory Skills

Excellent supervisory skills
are not measured by your
personal accomplishments
but by the success of those
who report to you.

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Categories for Supervisory Tasks

- Preparation/Orientation of volunteer to job

- Ongoing support and resources

- Evaluation

- Reporting requirements

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Preparation/Orientation of Volunteer to Job

- Written job description

- Introductions to staff and volunteers

- Work area preparations

- Supervision and evaluation system explained

- Risk management issues handled

- Relevant policies and procedures shared

Ongoing Support and Resources

- Training

- Coaching

- Appreciation

- Materials/information

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Evaluation

- Scheduled performance review of volunteers in your Program

- Annual written evaluation of volunteers' work within the organization, your department, etc.

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Reporting Requirements

- Individual and overall volunteer hours

- Impact of volunteer work

- Reports to Manager of Volunteers (and others)

- Periodic written volunteer reviews

- Others

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Key Concepts of Supervising Volunteers #2

People who are competent supervisors of salaried and non-salaried staff share key skills and characteristics.

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Skills of a Good Supervisor

- **Trainer/educator**

- **Team builder**

- **Delegation**

- **Planning**

- **Coaching**

- **Listening**

- **Conflict resolution**

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Skills of a Good Supervisor
(continued)

- **Communication**

- **Confrontation**

- **Problem solving**

- **Evaluation/review**

- **Climate setting**

- **Sharing knowledge**

- **Setting standards**

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Personal Qualities of a Good Supervisor

- Trustworthy

- Consistent

- Models good behavior

- Positive attitude

- Empowering

- Supportive

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Key Concept #3

Although principles of supervision for volunteers and staff are very similar, there are some unique aspects of volunteer supervision.

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Supervision Activity

What are some special aspects of supervising volunteers which make the process unique and in some circumstances more difficult?

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Uniqueness/Differences in Volunteer Supervision

- Part-time basis

- Working at a distance

- Volunteers more free to leave if dissatisfied

- Good supervision may be new experience for volunteer

- Confusion over "Who is my supervisor?"

- Supervision may take more time for affiliation volunteers

- Difficult to confront a volunteer

- Volunteers may need more flexibility

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Key Concepts of Supervising Volunteers #4

Depending on formality, size and style of the organization, type of job, etc., supervision systems and methods can be quite varied.

Supervision Methods

- Specific appointments at designated times

- Open time for scheduling appointments

- Monthly group or individual meetings

- Supervision by "walking around"

- Regular reports/phone calls to and from volunteers working off site

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