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# Volunteer Management Guide

## Mountain View Elementary PTA Volunteer Program

### Overview

This guide provides a comprehensive overview of the Mountain View Elementary PTA Volunteer Program, offering a framework for effective volunteer management. It covers the entire lifecycle of a volunteer's involvement, from the initial stages of recruiting and posting open positions to the active live program phase. The guide details essential procedures for volunteer onboarding, including the sign-in process and clear directives, and emphasizes the importance of consistent communication through reminders and thank-yous. Finally, it outlines strategies for post-program follow-up to ensure a successful and sustainable volunteer program. This resource is designed to help program coordinators and chairs efficiently manage volunteer activities, ensuring a positive and productive experience for everyone involved.

### Recruiting

Recruiting is the cornerstone of a successful volunteer program. This section outlines processes for identifying and attracting a pool of individuals. We will cover methods for planning out volunteer needs, posting open positions, and school communications to advertise and raise awareness. The goal is to clearly define the needs of our school and effectively communicate the rewarding opportunities available, ensuring a steady and reliable flow of volunteers to support our school's initiatives.

### Volunteer Positions

In an effort to help our volunteers feel fully utilized when giving their time, we are using titled positions to allow us to be very purposeful about our volunteer needs. The position descriptions give general information on responsibilities and expectations associated with each volunteer position.

A list of our volunteer positions can be found in [Document: All Volunteer Positions \(complete list\)](#). This document serves as a reference for individuals who are volunteering or managing volunteers.

Individuals interested in volunteering at Mountain View will sign up for a desired specific volunteer position. This allows prospective volunteers to understand exactly what to expect in their volunteer duty, including date, time duration and responsibilities for the position.

### Requesting Volunteers

When planning a program that includes volunteers, it is important to understand how many volunteers will be needed and how each will be utilized. The [Volunteer Planning &](#)

To use the template, users should open the read-only document and select:  
File>Make a Copy

Volunteer Planning & Placement									
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The volunteer positions listed in the Volunteer Planning & Placement template coordinate with positions listed in [Document: All Volunteer Positions \(complete list\)](#). The Program Chairperson should be planning a specific role for each volunteer that they request.

The email should include:

- a copy of the [Volunteer Planning & Placement Template](#),
- the program/event name
- a short description of the program/event to accompany the volunteer position post that encourages volunteers to participate.

# Posting Open Positions

**Open Volunteer Positions can only be posted by a Mountain View PTA board member or a Mountain View administrator, and must be done using their approved Google or LCPS email account.**

Volunteer opportunities that are listed on the MTV PTA website ([www.mtvpta.com](http://www.mtvpta.com)) are managed through Google calendar. Setting up a volunteer listing is a simple process In the Google calendar application.

The image displays two screenshots of the Google Calendar 'Bookable Appointment Schedule' setup interface. The left screenshot shows the 'Appointment duration' section with a dropdown set to '1 hour' and the 'General availability' section with a 'Repeat weekly' dropdown and a table for setting availability by day and time. The right screenshot shows the 'Location and conferencing' section with a 'Select how and where to meet' dropdown, a 'Description' section with a text editor, and 'Booking form' and 'Booking confirmations and reminders' sections with dropdown menus for selecting booking details.

Day	Availability
Sun	Unavailable
Mon	9:00am - 5:00pm
Tue	9:00am - 5:00pm
Wed	9:00am - 5:00pm
Thu	9:00am - 5:00pm
Fri	9:00am - 5:00pm
Sat	Unavailable

1. In the upper left corner, click on the “Create” button and choose “Appointment Schedule” from the drop down menu.
2. Add Title - Name your volunteer position listing using the following format, *Program/Event Name-Volunteer Position* (Example, Carnival-Food Service Assistant).
3. Appointment Duration - Choose the length of time that the volunteer position is expected to last.
4. General Availability -

- a. For a one time program/event: choose "Does not repeat" from the drop down menu. Enter the date and time that the program/event will occur.
  - b. For a program/event with multiple dates, choose "Custom" for a program/event that occurs on a fixed schedule, or choose "Does not repeat" for a program/event that occurs on multiple specific dates. If choosing "Does not repeat," use the "Add a date" button to add subsequent event dates.
5. Scheduling Window - Use this setting to choose how far in advance individuals can book a volunteer listing.
  - a. "Maximum time in advance" - In most situations, the option to book a volunteer listing will be available as soon as the listing is posted. Therefore, the "Maximum time in advance" option should be unchecked.
  - b. "Minimum time in advance" - This setting controls how close to a program/event's start time an individual can sign up for one of its associated volunteer positions. Individual organizer preferences will determine when the volunteer position for an event should close, balancing the need for volunteers with the time needed to solidify the final volunteer placements.
6. Booked Appointment Settings -
  - a. "Buffer time": *unchecked*
  - b. "Maximum bookings per day": *unchecked*
  - c. "Guest Permissions": *unchecked*
7. Calendars - Be sure to choose only the "Volunteer Positions" calendar.
  - a. "Check calendars for availability": *unchecked*
8. Co-hosts - Add co-hosts if desired, but not necessary.
9. Click "Next"
10. Location and Conferencing - Choose the location, in most cases this will be Mountain View's address : Mountain View Elementary, 36803 Alder School Rd., Purcellville. If it is a position for Take-Home Tasks, simply choose "None".
11. Description - Describe the volunteer position, encouraging individuals to support the program/event.
12. Booking Form - This setting determines the information that an individual booking the position will be asked to submit. In most cases this will be their name and email address. If there is additional information necessary to collect, include it here.
13. Booking Confirmations and Reminders - This setting gives the option for sending an automated reminder email prior to the program/event. Choose how many days prior to the event the reminder should be sent.
14. Finalize the posting by clicking "Save".
15. You can double check the accuracy of your listing by visiting <https://www.mtvpta.com/volunteer-portal/volunteer-opportunities>. It may be necessary to refresh the webpage to update the changes.

At this time, it is not possible to allow multiple people to sign up for a listing. Therefore, positions where multiple volunteers are needed should have multiple listings created for each volunteer needed.

For example, if (3) Check In Assistants are needed for an event, there should be 3 separate "Check In Assistant" Booked Appointments created.

## Advertising

Upcoming available volunteer positions will be posted on [www.mtvpta.com](http://www.mtvpta.com), and this will be the only avenue for signing up for a position. In hopes of getting a positive response, post volunteer positions as far in advance as possible and communicate the needs with various mediums.

The link for the sign up page may be communicated through emails, Moose Minutes and the MTV PTA Facebook page.

In order to communicate volunteer needs through paper flyers and on in-person displays, a QR code can be created to link with the Volunteer Opportunities page.

## Live Program

During the program/event, the goal is for volunteers to feel welcomed, utilized, and appreciated. The best way to gain recurring volunteers is for them to have a positive experience.

## Volunteer Lead

This Volunteer Lead position is crucial to meeting the goals stated above, and streamlining the volunteer experience. During a live program, the coordinator or chairperson is often pulled in many directions and has to devote their attention to handling hurdles that inevitably arise. Appointing a Volunteer Lead allows the chairperson to delegate the management of volunteers, and that person becomes the point of contact for all volunteers reporting in for duty. The Volunteer Lead should report to the program/event ahead of when volunteers are scheduled to arrive.

## Sign In

A sign in station for volunteers to report should be set up in a visible location at the front or entrance to the school. The Volunteer Lead will be in charge of welcoming volunteers upon arrival, and aiding them in completing the digital sign in process, using [Volunteer Sign In Form](#). The sign in table will have laptops available for volunteers to use, and a QR code to scan will be available for individuals to sign in with their own devices.

Volunteers will be given the following materials:

- Clip board with assigned volunteer position description

- Copy of the event schedule (if applicable)
- Volunteer lanyard
- Copy of [Volunteer Thank You Note](#)

The Volunteer Lead should be equipped with a list of all volunteers expected to report, and their assigned volunteer position for the program/event. The Volunteer Lead can clarify any questions that the volunteer might have and direct them to their assigned location.

## Directives

At sign in, each individual should be given a clip board with their assigned volunteer position. The clip board lists out the responsibilities and expectations of the position and should allow individuals to jump right into their position independently.

Volunteers who are signed up for both Setup and Clean Up will have slightly different directives due to the variety of tasks that are typically necessary in those positions. Because every program/event is very different, the Setup and Clean Up tasks will vary greatly. It is the responsibility of the program/event chairperson to create large detailed checklists that can be hung on the day of the program/event. Presentation size notepads will be available to the chairperson to use. These large checklists will present all the tasks that need to be completed, and will allow volunteers to cross completed tasks off the list. This technique is a great way to help volunteers function independently, and decreases the possibility of an individual feeling underutilized.

## Communication

The first step in delegating tasks and responsibilities is to communicate with those who can help. Volunteers can only be helpful if they understand their role and are given the tools to complete it. It is important to effectively communicate with volunteers throughout their entire experience.

## Reminders

An automated reminder email is sent to volunteers one day prior to their volunteer commitment date. However, this email is very general in nature and serves only as a reminder of date and time. If there is specific information that needs to be communicated, the program chairperson should send an additional email to include relevant and necessary information.

Some items that could be included :

- Schedule
- Sign in directions
- Appropriate clothing suggestions
- What to expect
- Reminder to bring identification for school visitors

Please feel free to make a copy of this [Sample Volunteer Reminder Email](#) and adapt it to fit the needs of your communication.

## Thank You

It is easy to feel a sense of completion after a program/event has come to an end, but making sure to recognize the efforts of those involved is a crucial part of closing out the volunteer experience. It is the responsibility of the Program Chairperson to send out a thank you email to all volunteers. This letter may call out the accomplishments of the volunteer team, the number of attendees that enjoyed the program, the amount of hours that volunteers contributed to the success of the program, and perhaps even positive quotes or comments heard about the program.

Recognizing volunteer efforts not only shows appreciation, it gives volunteers a sense of pride and belonging to our organization. It reminds them that they are an integral part of their children's school and sets the stage for them to share their time and talents in the future.

Please feel free to make a copy of this [Sample Volunteer Thank You Email](#) and adapt it to fit the needs of your communication.

## Post Program Follow Up

### Logging Volunteer Hours

All PTA efforts are the direct result of volunteer time! It is through the hours donated by our MTV community that make planning events, supporting programs, and fundraising for resources all possible. We want to recognize all these efforts by showing everyone the hours we rack up as a team! When individuals volunteer, please share with them the [Volunteer Hours Form](#) so that they can submit the time they contributed. A link to this form can be found on the [Volunteer Thank You Note](#), and also in the [Sample Volunteer Thank You Email](#)

Volunteers that gave time leading up to the program should also log hours that they devoted through at-home tasks and/or in the community. Compiling these hours is a great way for us to present the impact that volunteer groups contribute to our school.

### Survey

Our hope is that we provide a positive volunteer experience to individuals giving their time and energy. When volunteers complete the Volunteer Hours Form, they are encouraged to also complete an attached short survey. This provides feedback on how volunteers perceive their experience, and can help us improve future efforts in volunteer management. If you would like to send out the survey separately from the Volunteer Hours Log In, please utilize this [Volunteer Experience Survey](#).

The Program Chairperson may also want to schedule a debriefing meeting with the MTV PTA board and/or MTV administrators to reflect on the program outcomes, processes and goals for the future.