Creating Positive Volunteer Experiences
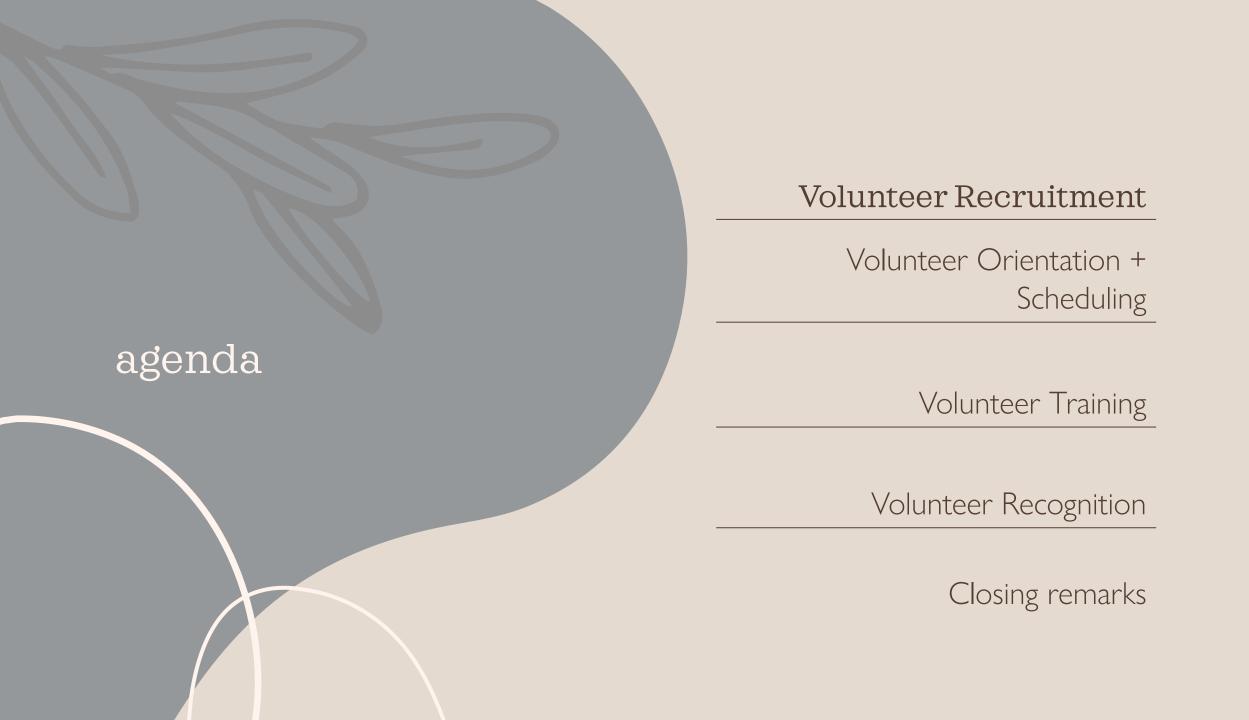
Molly Moulder
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agenda

Volunteer Recruitment

Volunteer Orientation +
Scheduling

Volunteer Training

Volunteer Recognition

Closing remarks

Volunteer Recruitment

- Contact colleges in your area, and see if you can set up any internships (Community collages, vocational programs)

- Are there any volunteer organizations in your area (ex. Volunteer Montgomery, Serve Virginia)

- If you need another site coordinator, could you possibly be a host organization for SCSEP (Senior Community Service Employment Program)

Senior Community Service Employment Program | U.S. Department of Labor (dol.gov)

Volunteer Orientation+ Training

SETTING ASIDE A TIME AND PLACE TO GET TO KNOW NEW VITA VOLUNTEERS

Who is your Volunteer?

- Are they a retiree wanting to fill some time?

- Are they an accountant willing to share their skills to better the health of the community?

- A College student looking for experience?

What is the Volunteers Goal, and how can we help them achieve this goal

- Take this time to also express expectations for client confidentiality and training

Clearly explain your VITA program (Getting rid of Intimidation)

1. What is the time Commitment?

2. How do we stay in contact during the tax season?

3. How involved are you as a coordinator during tax time?

4. What Site model are you using? (explain it)

During Volunteer orientation ask open ended questions.

Ex. What are you the most excited for during your time as a VITA Volunteer? Why?

o Stay calm

o Actively listen

o Pause and reflect

o Maintain eye contact

A Volunteer is more likely to return if they feel listened to and understood.

Volunteer Scheduling tools

Volgistics: A Volunteer Management Software With tools such as

- Tracking for Volunteer skills

- Background screening

- Tracking for Volunteer on boarding process

- Assistance with volunteer recruitment

- Volunteer Self Scheduling

Volunteer Training

GIVING VITA VOLUNTEERS THE BEST CHANCE POSSIBLE
FOR A POSITIVE EXPERIENCE

My True Prosperity

- Fast Paced online learning for VITA Volunteers

- Training includes Intake and interview and Quality review, and advanced IRS Certification

- Some Tax law and TaxSlayer Training Included

- Flexible, detailed and engaging for volunteers

My True Prosperity provides training in four, three-hour sessions (A, B, C and D) over zoom.

They also provide Volunteers with an explanation of resources and links to VITA Publications such as 4012, 4491X, 969.

Other useful training tools, Link and learn, Tax slayer practice lab, and VITA TAX SENARIOS

Volunteer recognition

Draft a plan for volunteer recognition before season end

o WHAT IS THE OVERALL AGE GROUP?

o WHEN IS A GOOD TIME FOR THE VOLUNTEERS?

o ENGAGE WITH VOLUNTEERS ON WHAT THEY WOULD LIKE TO SEE FROM YOU FOR THEIR RECOGNITION EVENT.

Have personalized gifts

Seek feedback

Give a season rundown

Links and resources

- [VITA Training (mytrueprosperity.com)](#)

- [VITA TAX SENARIOS - Search (bing.com)](#)

- [Publication 5683 (11-2023) (irs.gov)](#)

- [Link & Learn Taxes, linking volunteers to quality e-learning (irs.gov)](#)

- [https://vita.taxslayerpro.com](#)

- [Volunteer Management Software Solutions | Volgistics](#)

thank you

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