

Slide 1: Welcome to the final module of volunteer management for the non-profit sector. Today's module will be a review of the 11 preceding modules and some discussion about next steps.

Slide 2: The review will look at key components of the preceding 11 modules and then I will briefly present some additional professional development options that are available to you. encourage you to watch the video conversation aligned with this module. As you'll hear from four of the top professionals in the field in Canada.

Slide 3: This course was set up in three sections. Modules 1 through 3 focused on a broadening your understanding of the role of volunteering. We gave you an overview of the trends and statistics for volunteering in Canada to impress on you the importance of the volunteer role. We gave you an overview of the places where volunteers might get involved and discussed the types of organizations from grassroots to social enterprise. And then we gave you a look at the accepted standards of volunteer engagement in Canada. Some key points to remember from these three modules are that understanding and learning how to properly support volunteers in a formal setting is pivotal to the human resources of the not-for-profit sector. Whether you are a registered charity, non-profit, grassroots organization, or a social enterprise, volunteers are there to assist you to deliver and promote your mission. And the Canadian code for volunteer involvement is a planned approach that helps non-profit organizations accomplish their goals by effectively engaging people's talents and skills and increase organizational capacity.

Slide 4: Modules 4 through 6 provide an overview of volunteer management practices. You've learned how to navigate the relationship between staff and volunteers. You were given the fundamentals of the administration components of volunteer management. And you were given the fundamentals of direct supervision of volunteers. In many organizations, the roles of administration and supervision are conducted by different staff. Having your staff understand each of these roles will assist with better communication and more successful volunteer experiences. Some key points to remember the volunteer development cycle outlines the circular framework that encompasses the core foundations of volunteer engagement. The impact of volunteer support requires leaders of volunteers who have the skills and resources to support successful engagement. Diversity, equity, and inclusion are key to a welcoming volunteer engagement experience. Policies and practices should be in place to support all volunteers.

Slide 5: Module 7 through 10 provide a glimpse at some of the categories of volunteers that are prominent in many organizations and how you might work with each of these different target audiences. Virtual volunteers, corporate volunteers, fundraising volunteers, and board volunteers. For each I'm going to provide one key thought or point to remember as we move forward. So, for virtual volunteering- as we're coming out of the pandemic, many of us are exploring virtual and hybrid work environments. The inclusion of virtual volunteering is here for the long haul. It was not just a stop gap for the pandemic. For corporate volunteering, preparing for corporate involvement in your organization. Plan and reach internal consensus on when and how to work with businesses. Remember that fundraising volunteers can play many

roles from securing major donors to amplifying your organization's message over social media. And finally, using volunteer management principles to intake members of the board of directors provides good tools for successful leadership. Where volunteer management practices differ from all other volunteer roles is that the tools are adapted and applied by the board itself.

Slide 6: Module 11 is a bit of a standalone as it takes the information that you've received to this point and adapts for different target audiences. But the key takeaways from this module really do apply to any organization, service, or program that engages volunteers. So really understanding key trends in the volunteer landscape and adapting your volunteer management practices to better attract and engage diverse volunteers will hold you in good stead in any volunteer program. And finally, this module is a brief summary of all of the work that has happened to this point and will be followed with a short update on some other professional development that is available for the you in the sector.

Slide 7: Just a reminder that each module included a PowerPoint presentation, supplementary readings, and a video discussion. I really do encourage you to pull some of the supplementary readings and keep them close at hand. They are very current, and they have really solid advice for your volunteer programs. In addition, each module had a quiz and reflection.

Slide 8: So many professionals from the sector were involved in putting together this course. And it is our hope for the charitable and non-profit sector that volunteer management is understood for its complexities and the important role that it plays for community organizations. Reminding everybody that 50% of our human resources for our community organizations should be afforded the respect that they deserve. By completing this micro-credential course, you'll better be able to support the staff or volunteers responsible for the management and oversight of your valued volunteers.

Slide 9: We hope that through these modules, you have a better understanding of volunteer management and its complexities. Your increased knowledge will help you develop stronger, more welcoming, and more sustainable volunteer programs with your volunteer managers. If you are a volunteer manager or have staff who would benefit from further, more in-depth education in the sector, there are a few resources that we would like to point you to. First, a few of our colleges in Canada offer diploma courses in volunteer management. An excellent example is the volunteer management certificate program offered by Conestoga College. If you are a seasoned volunteer manager who is being targeted for leadership within your organization, certification through the volunteer management professionals of Canada and the council of certification in volunteer administration is an international professional designation for this profession that you might want to consider. Finally, there are over 200 volunteer centers across the country that provide ongoing professional development that is current, on trends, and current in best practices. Many of these centers also provide peer networking sessions and opportunities to learn from other volunteer managers.

Slide 10: You've met a number of different volunteer management experts in the videos and the PowerPoints of this course, but we would really like to acknowledge the organizations that

each of them work for. Contributors came from Volunteer Waterloo Region, PIN – People and Information Network of Guelph-Wellington, Leadership Waterloo Region, Volunteer Canada, Community Support Connections, Kitchener Public Library, Langs Community Health, United Way Waterloo Region communities, Conestoga College - the volunteer management certificate program, Volunteer Management Professionals of Canada, and the Council for Certification in Volunteer Administration. We'd like to thank everybody who participated both in the PowerPoint presentations and in the videos for their expertise and years of knowledge.

Slide 11: Finally, we would like to thank you for participating in these modules and extend our appreciation for your recognition of the importance of volunteer management in the non-profit sector.