

Managing Volunteer Challenges

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Setting the Stage for SUCCESS

- Have written service descriptions
 - Outlines specific responsibilities and required qualifications
- Volunteer-related policies and procedures
 - Ensures consistency, helps guide decisions, risk management, foresee potential challenges & have predetermined method of handling
- Screening
 - Security & safety, appropriate placement in role, training as screening component (for both parties)
- Role-specific training
 - Expectations, ability to perform role & physical considerations, emergency preparedness, safety



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Strategies for Challenges

- Re-training
- Opportunities for skill development
- Providing mentoring
- Adjusting supervision
- Change of role/task assignment
- Consider various learning & communication styles!!



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Ending a Volunteer Relationship



- Maintain confidentiality
- Based on facts, not feelings
- Documentation is important! – of issues leading to this point, as well as of the actual dismissal
- Refer back to the established policies/qualifications
- If appropriate, refer to another organization where volunteer may be a good fit
- Use as a learning/evaluation tool to refine organization screening, training, procedures, policies

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