


# Volunteer Team Leader Orientation Manual



**Tuesday**  
**September 14, 2010**

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# DAY OF CARING 2010

**September 14, 2010**, marks the 11<sup>th</sup> annual Trident United Way Day of Caring. On this day, participating schools and agencies partner with volunteer teams from local businesses and service organizations who choose to give their time and services in an effort to improve our community. Project start and end times vary and are coordinated between the volunteer teams and their partner agencies.

Day of Caring 2009 saw over 6,300 individuals involved in service, and we made amazing things happen at over 340 project sites. With your help, who knows what great things can be accomplished!!!

## Important Dates

<b>July 13</b>	<b>Volunteer Team registration begins</b>
<b>August 17</b>	<b>Volunteer Team registration completed</b>
<b>August 24</b>	<b>Company/Agency Meeting</b>
<b>September 14</b>	<b>Day of Caring 2010</b>
<b>October ?</b>	<b>Day of Sharing Appreciation Lunch for Volunteer Team Leaders and Project Coordinators</b>

## DAY OF CARING COORDINATOR CONTACT INFORMATION

For questions, feedback, concerns...anything regarding Day of Caring, please contact:

Sally Burnett  
Community Volunteer Coordinator  
Trident United Way/ 2-1-1 Give Help  
P.O. Box 63305  
North Charleston, SC 29419  
Phone: 843-566-7185  
Fax: 843-566-7193  
[211volunteer@tuw.org](mailto:211volunteer@tuw.org)

**CORPORATE VOLUNTEER COUNCIL**, a network for those tasked with workplace civic engagement to help improve our community by increasing volunteerism through the workplace. **Next meeting: August 11.**

Visit [TUW.org](http://TUW.org) → [Volunteer](#) for more information about the CVC.

## THINGS TO KEEP IN MIND

Following are tips, hints and resource information to help you every step of the way to a fun, successful Day of Caring project.

### Tools for a Successful Project

These Day of Caring resources are vital to making your volunteer efforts successful! Be sure to use the following their fullest extent:

- **Manual** – you’re reading it now! Keep it handy, and use it as your first reference for Day of Caring information. Use the worksheets at the back of this manual to make sure everyone is on the same page, particularly if there will be more than one team on the same project.
- **Coworkers** – They are your team, so utilize their strengths all along the way! Two heads are always better than one.
- **Partnerships with Agencies/Schools** – This is a collaborative effort with potential to spill over into the year. Work together to shape a project that will be a win/win/win/win – your organization/your team/their agency/our community!
- **Project Assessment Team (PAT) Volunteer** – PAT people are happy to sit down with volunteer team leaders and project coordinators to think through all the details and make sure the “i”s are dotted and the “t”s are crossed.

### Project Assessment Team

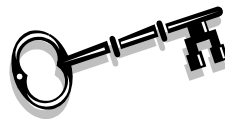
Armed with lessons learned from previous years, the Project Assessment Team (PAT) volunteers are already off and running. The agencies and schools know what they need done to enhance their services and programs. The PAT volunteers, who are professional project planners “by day,” help them figure out how. These community volunteers, with experience and expertise in project planning, have made themselves available to assist these organizations as they

- ✓ Clearly define their project(s).
- ✓ Develop a detailed work plan.
- ✓ Determine the time and number of volunteers needed.
- ✓ Figure out what supplies/equipment are needed to accomplish their project.
- ✓ Identify donor sources of supplies, equipment, etc.
- ✓ And, if needed, revise the online project description.

The process is ongoing. In fact, PAT volunteers are willing to meet with the agencies/ school project coordinators and the volunteer team partners – together – to help make sure everyone is on the same page.

## Tips for Successful Volunteer Team Management

- 1) **Communicate** – This should be #1 on all your lists that have anything to do with being successful. Get input all along the way – from deciding what project to do to figuring out the best way to partner with the agency. Open lines of communication go a long way in preparing for bumps in the road, helping people understand what's expected, being able to adjust plans quickly if needed and building relationships that can carry through even the most challenging times.
- 2) **Delegate** – Especially if you have more than one project, delegate responsibility for specific projects to other team members. Not only are you giving someone else the opportunity to learn about leadership and team work, you are preparing another to lead the team in the future. What a great way to build engagement and strengthen your team!
- 3) **Appreciate** – As we so appreciate you and your willingness to lead this Day of Caring project, we encourage you to “share the love” amongst your team members, your agency/school partners – even your co-workers and bosses who aren't with you on Day of Caring but whose efforts make it possible for you to tackle this project to improve our community.
- 4) **Remain flexible** – We can plan the heck out of a project and the unexpected can still throw a wrench in the works. The stronger your team, the stronger your partnership with agency/school, the stronger your planning, the better able you'll be to embrace the “opportunity” and figure out a solution.



## The Key to a Successful Day of Caring Partnership is...

- Exciting, meaningful projects that positively impact the community and its residents?
- Awesome volunteer teams who really embrace their mission?
- Enthusiastic agencies and schools who welcome and appreciate the contributions of the participants?

Yes!!! All of these are important. **AND...**

The **key** to a successful Day of Caring partnership is **COMMUNICATION!**  
(Yep, we're saying it again!)

Once you've signed up for a project – or projects – call the agency/school contact to start the conversation about expectations, timing, etc.

- Perhaps you have some ideas or some resources to make the project even better. I know your partner agency or school would love to hear about them.
- Is your company attending the Kickoff Breakfast? Would a different start time work better? I bet that's negotiable.

In fact, if you have questions about a project before you sign up, contact the project coordinator at the agency or school.



### **Day of Caring Happens RAIN or SHINE!**

Day of Caring is not cancelled due to bad weather; however, there may be changes to the project plans "in case of bad weather." Each agency/school is responsible for making its own plans in case of inclement weather. Once you've selected a project, take the time to confirm a "bad weather" plan that will work best for both your volunteer team and your Day of Caring partner agency or school. It is critical that you COMMUNICATE (Whoa! Here it is again!) about these plans before the actual day so that everyone is on the same page and knows how to contact key people.



# PROJECT SELECTION

A word about choosing projects. Different teams use different methods and criteria for selecting their Day of Caring project(s). Some simply charge an individual with picking the project and telling the rest of the team what it is. Others have committees who ask someone to bring back several options from which they can choose. Still others work ahead of time with an agency or school to develop a project together. The following are examples of factors that people consider when picking their projects:

- Does the project feed the team's passion for the population served or the issue addressed by the agency or school?
- Is the project a good fit for the company's focus with regard to civic responsibility?
- Is the project's activity something the team wants to do?
- Is the project nearby and/or will it benefit an agency or school in the same neighborhood as the company?
- Does the number of volunteers requested match the company's team size?
- Does the team want to be part of a bigger project so that they can work with people from other companies?
- Some teams aren't able to get away for Day of Caring. They might consider one of the "portable projects" – e.g., donation drive for school supplies, reviewing an agency's promotional material.

All great questions. Engage the folks you'll be working with on your Day of Caring project to help figure out the answers.

## Online Project Selection and Management

Though the "official" deadline for agencies and schools to submit projects has passed, there are many projects still in development. Expect new projects being posted periodically throughout July and August.

The online registration process is fairly intuitive. Just follow the steps below:

**Step 1:** Go to [www.tuw.org](http://www.tuw.org)

**Step 2:** Click on **Day of Caring 2010** Link at the bottom of the page and follow the links for "Companies and Volunteer Teams"

**Step 3:** On TUV's Day of Caring 2010 webpage, you will be able to

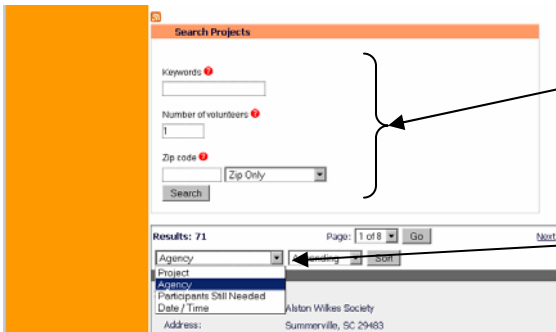
- Download the **Manual** (which you're reading now).
- Request a **Project Assessment Team** meeting.
- Download a **recruitment poster**.



- **Sign Up** for Day of Caring – this link takes you to the 2-1-1 Give Help D of C page.

If you visit the 2-1-1 Give Help site via the Big Blue Button, you can also register for Day of Caring from the **Home** page under the “Events” heading. Just click on the **Learn More** link for the Day of Caring 2010 event.

**Step 4:** You’ll be taken to a “welcome” message with valuable information that is updated periodically. Scroll down to find the Projects Table.

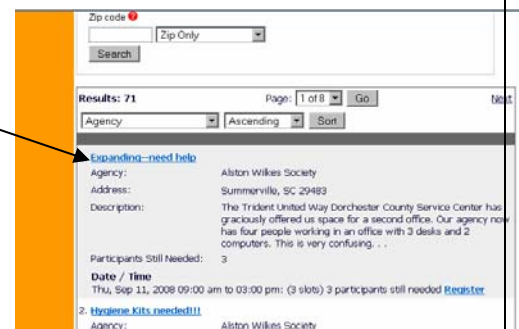


- Under “Search Projects,” you can find projects by
  - keyword
  - number of volunteers needed
  - geographically by zip code
- Using the drop down menu, you can order the projects alphabetically by agency/school name or by project title. The projects display 10 per page.
- “Results” shows the total number of projects available.

As you navigate the registration site, you will see red circles with a question mark inside. Click on them to get explanations of the question or field with which they are affiliated.

- **All approved projects will appear in the table, even after they’ve been filled** – If you see a filled project that interests you, contact the agency/school to see if there is a way to get on board.
- You can sign up for a project even if you can’t bring a team big enough to fill the entire need. You simply indicate how many volunteers you will agree to provide and the number of “volunteers needed” for the project will adjust to reflect your registration.

**Step 5:** When you see a project of interest, click on the project name for more information. This page also includes information about the host agency or school. Most of the page is self-explanatory. Here are a few tips:



**Description** gives an overview of what volunteers will be doing for this Day of Caring project.

**Special requirements or skills** includes any skills, screenings or other requirements for all volunteers participating in this project (i.e. must be able to lift 20 lbs., required background checks to work with vulnerable adults, etc.)

**Special skills requested** indicates skills or talents that will be helpful for the project – e.g., artistic talent for a mural painting project.

**All supplies needed for the project** identifies just that. Agencies and schools have been asked to create a plan for obtaining the needed supplies. That plan should be outlined in the next field. Options include purchasing the supplies, borrowing them, or asking that the Volunteer Team donate them.

**Available Time Slots** is a table that lists how many volunteers are still needed, the date and time of the project, and includes the link to register for the project.

1 paint roller  
7x7 industrial carpet or carpet squares in any color appropriate for a business that goes with beige  
There is no bad weather plan. This is an indoor project.

**Bad weather\* plan:**

Available Time Slots:

Results: 1	Participants Still Needed	Date / Time	
3	Thu, Sep 11, 2008 09:00 am to 03:00 pm	<a href="#">Register</a>	

Registrations:

No registrations

[More information about Alston Wilkes Society](#)  
Last updated on August 15, 2007

Our mission is "Rebuilding lives for a safer community."  
Our vision is to provide offenders, former offenders, the homeless, troubled

**NOTE:** If, at any time, you want to learn more about the project, feel free to get in touch with the primary contact for that project. Contact information is found at the top of the project description page.

Expanding-need help

[Back to project page](#)

Agency: [Alston Wilkes Society](#)  
Project Name: [Expanding-need help](#)  
Primary Contact: [Mae for Alston Wilkes Community Care, \(843\) 824-9000](#)  
Address: [117 S. Main Street, Summerville, SC 29486](#)  
[View a Map](#)

**Description:**  
The Trident United Way Center for the Elderly has graciously offered to open the second office. Our agency now has four people working in an office with 3 desks and 2 computers. This is very limiting for both staff and clients. The work area will provide us with the much needed space to serve our clients more efficiently.  
The new space also needs to be cleaned and painted. There is also a small two bedroom that could provide a great office. The floor is badly stained and a 7x7 carpet or carpet squares would

**Step 6:** Once you've decided on a project, click on the **Register** link to sign up your team.

**Step 7:** You will be taken to the Volunteer Log In page. If you are already registered, log in with the username and password that you created.



If you can't remember your username or password, contact Sally Burnett – [211volunteer@tuw.org](mailto:211volunteer@tuw.org) or 566-7185. **PLEASE DO NOT REGISTER AGAIN.**

If you've not registered as a user before, choose the **"I do not have an account and would like to register"** link and follow the simple instructions.

**Step 8:** Once registered and/or logged in, enter the number of volunteers you are committing to this project and click **Save and continue.**



### Step 9:

**Name of Group** is required. **Please** use your company's or organization's name as the group name or part of the group name.

You are not required to enter the names of the team members – the "participants." You are only required to provide the name of the team leader (you), which fills automatically. However, you can use this page to manage all of your volunteer team members. Be sure that you have an email or phone number for each name you do enter.

**A note about "Registrant" vs "Participant."** As the registered user on the site who is signing up your coworkers or teammates for each of the projects, you are considered the "Registrant." You may or may not be a "Participant" for the projects you've chosen. However, your name automatically goes into the first participant or team leader spot. If you are not the team leader for this project, simply replace your information with the actual leader's info. All correspondence concerning this project will come to the new team leader.

### Step 10: Once you've completed this page, choose **Complete Registration**.

This final step in the selection process allows you to review your registration. You can then choose from the following links:

- **Add participant** allows you to add the names of any unnamed participants. Keep tabs on how many people are on your team.
- **Email participants** allows you to communicate easily with all team members for whom you've entered an email address.
- **Edit registration** allows you to change the name of the group or the number of the volunteer slots you've adopted.
- **Erase registration** gets rid of the entire registration, including all participants
- **Sign up for another project** or return to your **Home** page by choosing the link at the top, to the left over the "Thank you ..." message.



**Please do not erase your registration without first alerting the Day of Caring Coordinator and the agency/school project coordinator.**

### Registration Approval

Once you (as the Volunteer Team Leader or "Registrant") have submitted a registration, the Day of Caring Coordinator will receive notice of such. Unless

there are questions about the registration, the registration should be approved within 48 hours. If there are questions, the Day of Caring staff will contact you. Once a registration is approved, the number of volunteers is subtracted from the total number of volunteers needed for that particular project. You will receive emails to let you know the status of the team's registration and to provide you with contact information for the project coordinator at the agency or school. The agency/school project coordinator for your chosen project will receive your contact information as well. Contact each other as soon as the registration is complete!

## Managing Your Projects

- From your **Home** page, you are able to **manage the projects for which you've already registered**:
  - Under "Your Events" banner, click on the **title of the project** you wish to manage
  - Scroll down to find your registrations.
  - Click on **Details**
    - From here, you can manage your registration for this project as described above in **Step 10** (page 7).
    - If you have named participants signed up, you are also able to **edit** or **erase** them from the project. You can erase individual participants without erasing the registration as a whole.

• For "Tips for using this site," click [here](#).

[Edit](#)

**Your Events**

- #9 Test - Tue, Sep 14, 2010 07:00 am to 04:45 pm  
(Day Of Caring 2010)
- #1 TEST - Tue, Sep 14, 2010 02:00 am to 04:30 am  
(Day Of Caring 2010)

**Save Time with a Saved Search**

Retrieve search results based on your criteria next time you log in. (Or receive results by email)

Total supplies needed for project: test

"Bad weather" plan: test

Available Time Slots:

Participants Still Needed	Date / Time	Register
29	Thu, Sep 11, 2008 08:00 am to 02:30 pm	X

Registrations:

Time Slot	Site	Num Participants	Approved?	First Name	Last Name	Signup Date	Details
Thu, Sep 11, 2008 08:00 am to 02:30 pm	Jul 10, 2008	8	Yes	Brian	Kipatrick	July 10	Details

☺

**NOTE:** While on this page, if you choose "Register," you will be signing up another, separate group for this project. It is unlikely that you would want to do this. So...choose the Details link to manage your completed registrations.

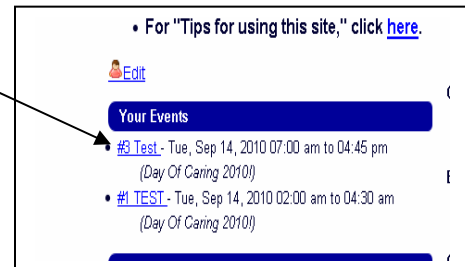
- To **sign up for more projects** – from your **Home** page, under the "Events" banner, click on the **Learn More** link under the Day of Caring 2010 event.

**Events**

**Day Of Caring 2010!**  
Join the excitement as we celebrate TUW's 11th Annual Day of Caring and the nation's 2nd National Day of Service and Remembrance!

[Learn More](#)

**Whenever** you wish to manage your completed registrations, always choose the **Home** link to find the "Your Events" banner.



### **Feedback**

We all want Day of Caring to get better every year – from the Day of Caring staff to the developers of the online event management software. Please continue to offer your impressions and feedback so that we can continue to improve. Thanks!

### **Thank You**

**Thank you again** for wanting to help make our community a better place to work and live by participating in Day of Caring 2010. If you need help at any point along the way, please don't hesitate to contact Sally Burnett, Community Volunteer and Day of Caring Coordinator at Trident United Way at **(843) 566-7185**, or via e-mail at [211volunteer@tuw.org](mailto:211volunteer@tuw.org).

# PROJECT PLANNING WORKSHEET

## **Good PLANNING is CRITICAL to a successful Day of Caring**

Here are some planning considerations that will facilitate helpful communication between the agency and company. This form will come in handy at the agency/company meeting on August 24, if not before!

### **Make sure you have accurate agency/school contact info:**

Name: \_\_\_\_\_

Phone: W: \_\_\_\_\_ C: \_\_\_\_\_ H: \_\_\_\_\_

Email: \_\_\_\_\_

Additional contact: \_\_\_\_\_

### **Logistics for the day:**

Number of volunteers expected: \_\_\_\_\_ Number of agency staff present: \_\_\_\_\_

Shifts or all at once: \_\_\_\_\_

Start time: \_\_\_\_\_ End time: \_\_\_\_\_ Lunch time: \_\_\_\_\_

(Is your team planning to attend the Kickoff Breakfast?)

How long will your agency/school tour or orientation take? \_\_\_\_\_

Project Description and Agenda or Work Plan for the day:

Do we need a site visit before the project? If yes, when: \_\_\_\_\_

Directions: \_\_\_\_\_

\_\_\_\_\_

Parking: \_\_\_\_\_

Bathrooms on site: \_\_\_ YES \_\_\_ NO

Safety tips or concerns: \_\_\_\_\_

Suggested clothing/attire: \_\_\_\_\_

Rain plan: \_\_\_\_\_

### Who's bringing what?

WHAT	AGENCY/SCHOOL	COMPANY VOLUNTEER TEAM
Tools/Equipment		
Supplies		
Water		
Lunch		
Snacks		
Camera		

### Next Steps:

AGENCY/SCHOOL	COMPANY VOLUNTEER TEAM

**Things to think about:**

- Do you want to have nametags?
- Are there any confidentiality issues to consider with clients?
- Follow-up – How will you share pictures?