



# Habitat for Humanity-Spokane Volunteerism

*The best way to find yourself is to  
lose yourself in the service of  
others.*

Mohandas Gandhi



# Volunteerism

- Volunteer Process
  - Recruitment
  - Training to Roles
  - Retention
- Principles of Retention
- Creating and Selling a Positive Experience

# Volunteer Process-Recruitment

- Churches-congregations, youth groups, etc.
- Corporate Organizations
- School Districts

**Factors involved:** brand recognition, education, presence in the community--Fairs, Presentations, demonstrations.

**We are selling an experience!**

# Volunteer Process- Training to Roles

- Walk through
- Explain basics
- Task Demo
- Let the Volunteers take over
- Follow-Up with clarifications and positive reinforcement

# Volunteer Process-

## 10 Commandments for Retention

1. Challenge
2. Research
3. Vary
4. Consult
5. Brighten
6. Praise
7. Train
8. Communicate
9. Socialize
10. Recognize

# Principles of Volunteer Retention

## *Volunteers stay if...*

- Their tasks and procedures are clear
- They feel welcomed and appreciated
- They bond to someone within the organization
- They receive feedback that connects their job to program success
- They have a voice in the organization
- They have opportunities to learn new skills
- They have opportunities to “change the world”

# Create a *Positive* Experience

- Just Ask
- Be Prepared
- Be Organized
- Delegate
- Communicate
- Know your volunteers
- Recognize
- Reward

# Benefits of a *positive* Volunteer Experience

- **Volunteer Retention**
- **Stronger Community**
  - **Future Donors**

# *“Selling”* the Experience

- Avoid Indifference
- Avoid over promising
- Stick to honesty
- Remember to listen
- Follow up
- Deliver quality
- Keep the worksite in order

# Volunteers are Pioneers

- Habitat-Spokane was founded in 1987 by a group of volunteers.
- Led by Grace Harris, Habitat-Spokane started out in a little office at St. Mark's Lutheran Church and committed to rehab/build 1 home a year.
- The first Habitat home was build in 1988
- Now, Habitat-Spokane averages 16-19 homes/year

# Importance of Volunteerism

- Keeps Habitat-Spokane up and running
- Builds a stronger community
- Shapes an experience to be remembered for a lifetime
- Creates a hands on learning experience