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**Volunteer Types, Traits, Sources and Challenges**

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| **Type of Volunteer** | **Traits** | **Where to Find Them** | **Challenges** |
| **Diverse Volunteers** | * Diverse can refer to race/ethnicity, nationality, gender, age, sexual orientation, gender identity, or differently-abled
* Can bring a different/unique perspective to the agency
* Can help the organization reach diverse populations communities
* May create credibility for the organization
* May help in securing new funding streams
 | * Community/Civic groups
* Faith-based institutions
* Companies – Affinity groups
* Community Centers
* Senior Centers
* College Campuses – student groups and diverse study departments
* Other nonprofits that serve diverse populations
* International Center of Indianapolis

  | * May not feel welcome (may feel like the token)
* Organization policies may discriminate against or exclude specific communities
* Organization may not be equipped to deal with volunteer’s needs (accessibility)
* Organization’s mission might not be a natural fit for diverse populations
* Organization might not be truly ready or have a true desire to work with diverse populations
* Acceptance of diversity and expectation for assimilation may be at odds within the organization
* Long-term volunteers may struggle to share responsibilities with new volunteers
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| **Recently Unemployed** | * Recently unemployed individuals may become engaged in volunteer activities for the first time
* Recently unemployed volunteers may be more likely to take on a “staff volunteer” position to avoid depression or stress caused by unemployment
 | * Career fairs
* Community events
* Online job search sites
* Craig’s List – employment section
* Career/job assistance firms – let them know that they can refer unemployed individuals to your volunteer program
* Companies you have relationships with might encourage recently laid off workers to volunteer
 | * Recently unemployed volunteers may withdraw from volunteering to focus on their job search
* Recently unemployed volunteers are less likely to make long-term commitments because they see their future as uncertain
* Recently unemployed volunteers may be volunteers as a means to network or learn new skills in the hope of finding a new job
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| **Type of Volunteer** | **Traits** | **Where to Find Them** | **Challenges** |
| **Retired Volunteers** | * Retired individuals have time and talent they are looking to invest somewhere
* Some retirees are seeking a second career through their volunteer activities
* Retired volunteers often seek volunteer positions with control or influence as they had in their careers
* Senior citizens may struggle with technology
* It takes almost two baby boomers to provide as many volunteer hours as one volunteer 65 or older
 | * Senior Citizen Centers
* Community Centers
* Oasis
* RSVP
* National Senior Services Corps
* Corporate Retiree Associations
* Cicoa Aging & In-Home Solutions
 | * Many more retirees are traveling and may not be able to commit to long-term volunteer opportunities
* Many retirees are finding they need additional income beyond their retirement savings and are taking part-time or full-time jobs
* Senior Citizens are much less likely than younger Americans to volunteer for community service but, when they do, they will devote many more hours to the effort.
* Older volunteers are more likely to volunteer through a religious organization than younger volunteers
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| **Families and Youth** | * Families may need to fulfill children’s service hours for school or religious organizations.
* Parents want to keep their children occupied during school breaks
* Families want quality time together
* Parents want to strengthen communication & build memories with children
* Allows family members to be role models
* Parents want to increase children’s commitment to volunteering & community
 | * Schools
* Churches
* Recreation Centers
* Boy Scouts/Girl Scouts Meetings
* Youth Sports Facilities
* Mom’s Clubs
* Online
 | * Liability issues
* More supervision required with youth
* Must create special projects for shorter attention spans
* Consider off-site projects/limiting direct client contact
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| **Type of Volunteer** | **Traits** | **Where to Find Them** | **Challenges** |
| **College Students** | College students volunteer for a variety of reasons:* Allows them to build their resume
* Lets them explore particular career fields, gain experience, and hone skills
* They feel like they are contributing to their community
* Some schools require community service
 | Tap into existing networks on campus* clubs
* fraternities/sororities
* academic departments
* the volunteer/service learning office

Use word-of-mouth* A core group of volunteers will be your best advertisement to recruit more students.
* Can spread the word faster through their networks than you can from a single point of entry on campus.

Utilize more online and fewer printed materials* Online social networking sites
	+ facebook.com
	+ twitter.com
	+ google.com/+
* Other online sources
	+ collegeboard.com
	+ online calendars and blogs
	+ article submission to online newsletters and electronic news sources
 | * Class work loads often fluctuate during semesters
* Difficult to balance school and work
* Out-of-town students may not be familiar with community
* Not really engaged, may just be fulfilling school or social requirements
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| **Corporate Volunteers** | * There is no one model for the motivation of corporate volunteers
* Most corporate groups are looking for one-day volunteer opportunities
* May be interested in specific issues; specific agencies; agencies close to their workplace; team-building exercises; making a difference in their community.
* More concerned about outcomes than traditional volunteers
* Like training to be bullet points and easy to understand
* Seek better communication but may struggle to read emails and training manuals
* May not always understand the need to turn off cell phones during volunteer activities
* Are often balancing an uncertain and hectic work schedule so might be less reliable due to unexpected work circumstances
 | * The Volunteer Center at the United Way of Central Indiana – volunteer@uwci.org or 317-921-1333
* The Greater Indianapolis Chamber of Commerce – 317-464-2222
* The companies themselves – More companies are having volunteer fairs or are requesting information on places their employees can volunteer.
* Central Indiana Corporate Volunteer Council – [www.cicvc.org](http://www.cicvc.org/) or 317-921-1366 – This is a professional association of businesses and corporations administering and developing community involvement and employee volunteer programs (EVP) in partnership with nonprofit organizations
 | * The volunteers’ interests may not align with the organization’s mission
* The volunteers may not know what they want to do
* The group’s availability may not match the organization’s hours of operations
* The group may not commit to volunteering
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Source: United Way of Central Indiana, Volunteer Leader Handbook 2013

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