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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 |
| **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 |
| **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 |
| **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 |
| **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 |
| **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](mailto: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 |

Source: United Way of Central Indiana, Volunteer Leader Handbook 2013

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