Meet Your Presenter

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(she/her)
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Previous Experience

- RSVP Director (3 grants)
- Volunteer Center Leader
- Interim AmeriCorps Director
- Service Enterprise Implementation & Training Partner
- Trainer & Capacity Builder

ASSOCIATION OF LEADERS IN VOLUNTEER ENGAGEMENT

AL!VE

Association of Leaders in Volunteer Engagement (AL!VE) is the national professional association for leaders in volunteer engagement. In addition to leading the Service Enterprise Program, the association provides:

- Networking
- Professional Development
- Mentoring
- Advocacy

VolunteerMatch

Transform Your Organization with Strategic Volunteer Engagement

Service Enterprise Program

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What is a Service Enterprise?

An organization that fundamentally leverages volunteers and their skills to achieve its social mission.

Program

National Strategic Volunteer Engagement Change Management Program

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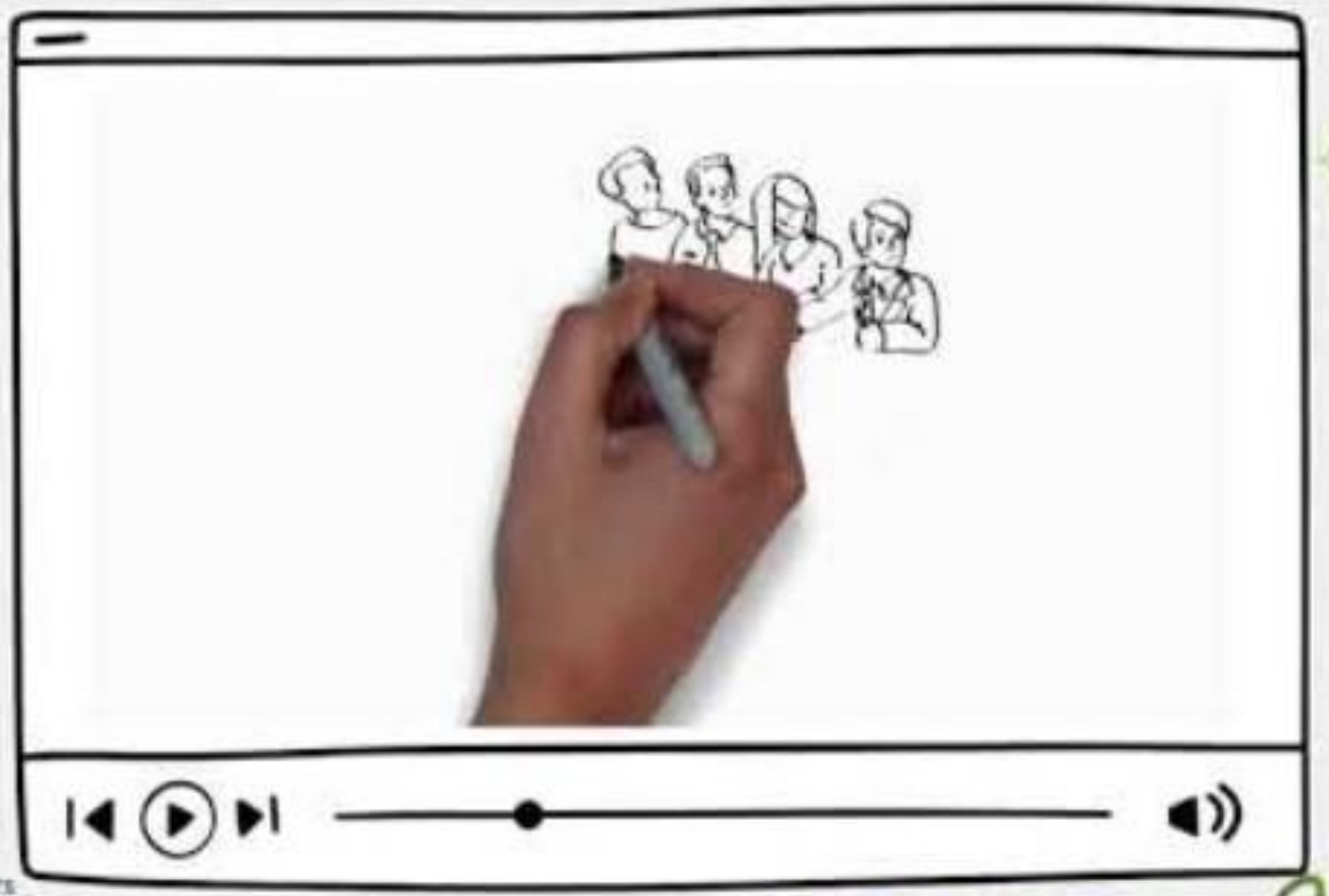
Introduction to

SERVICE ENTERPRISE

POINTS OF LIGHT
SERVICE ENTERPRISE



POINTS OF LIGHT

@VolunteerALIVE

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Key Findings from Research

Significantly & markedly stronger

Better led & managed

More adaptable, sustainable, & capable of scaling

Strong & well-developed HR practices

Equally as effective as peers at 1/2 the budget

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For every $1 an organization invests in strategic volunteer engagement they can expect a $3-6 return on investment.

How Does Your Organization Rank?

Quick Individual Assessment of Your Organization's Volunteer Engagement Practices

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3 Domains & 12 Characteristics

Padlet

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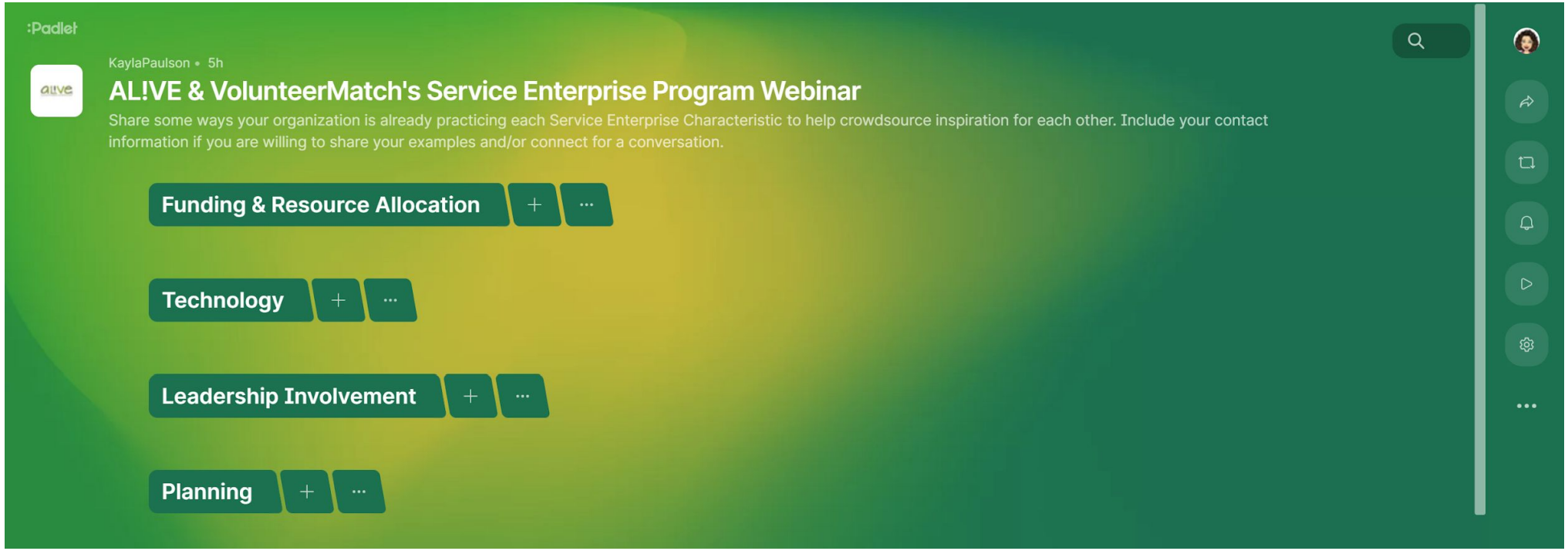
Share Your Success & Resources



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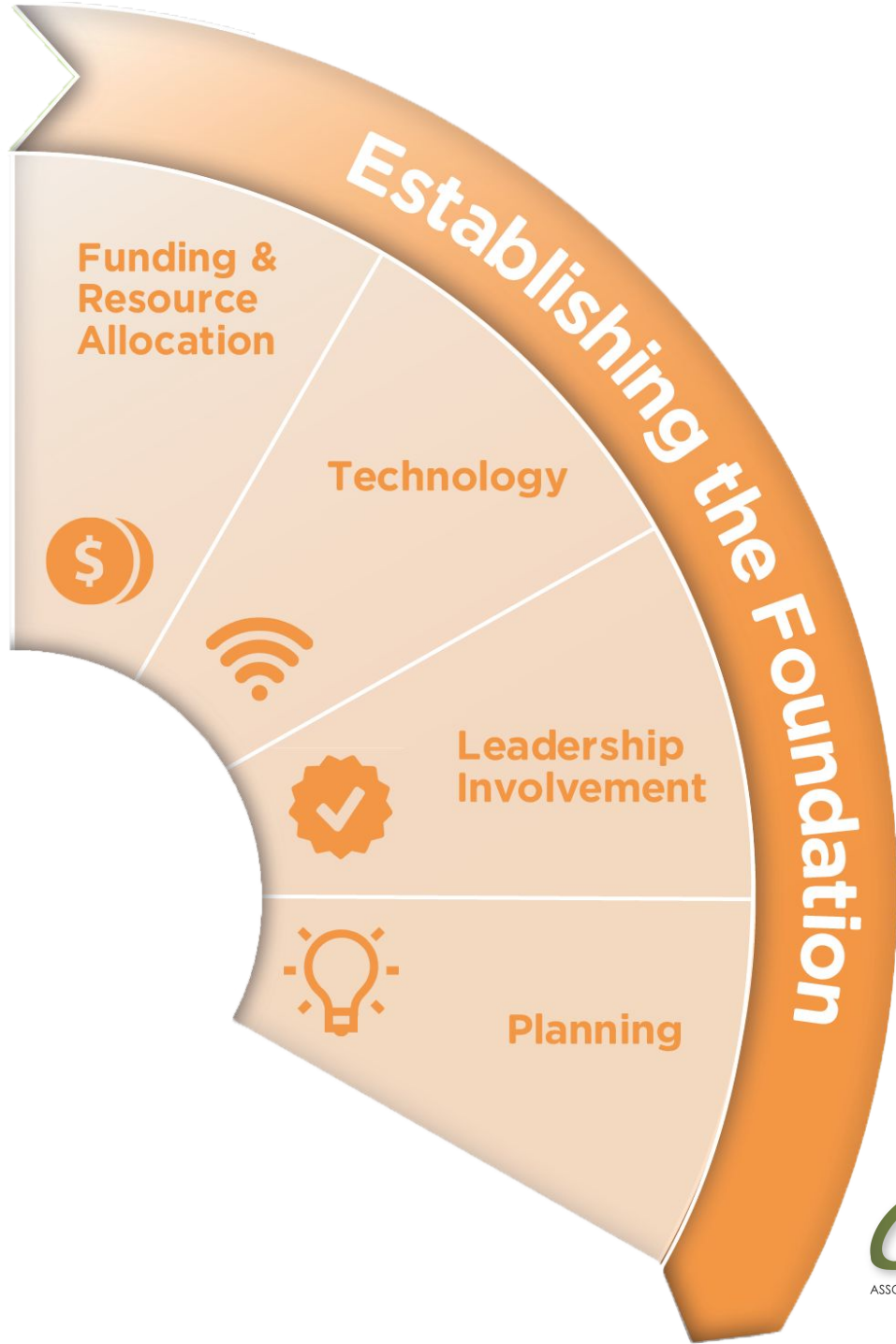
Establishing the Foundation

Creates & sustains the appropriate groundwork & necessary organizational foundations to ensure the successful engagement of volunteers & community resources.



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Funding & Resource Allocation

Providing the financial, human, space, & material tools necessary for engaging volunteers & being willing to seek additional support as needed.

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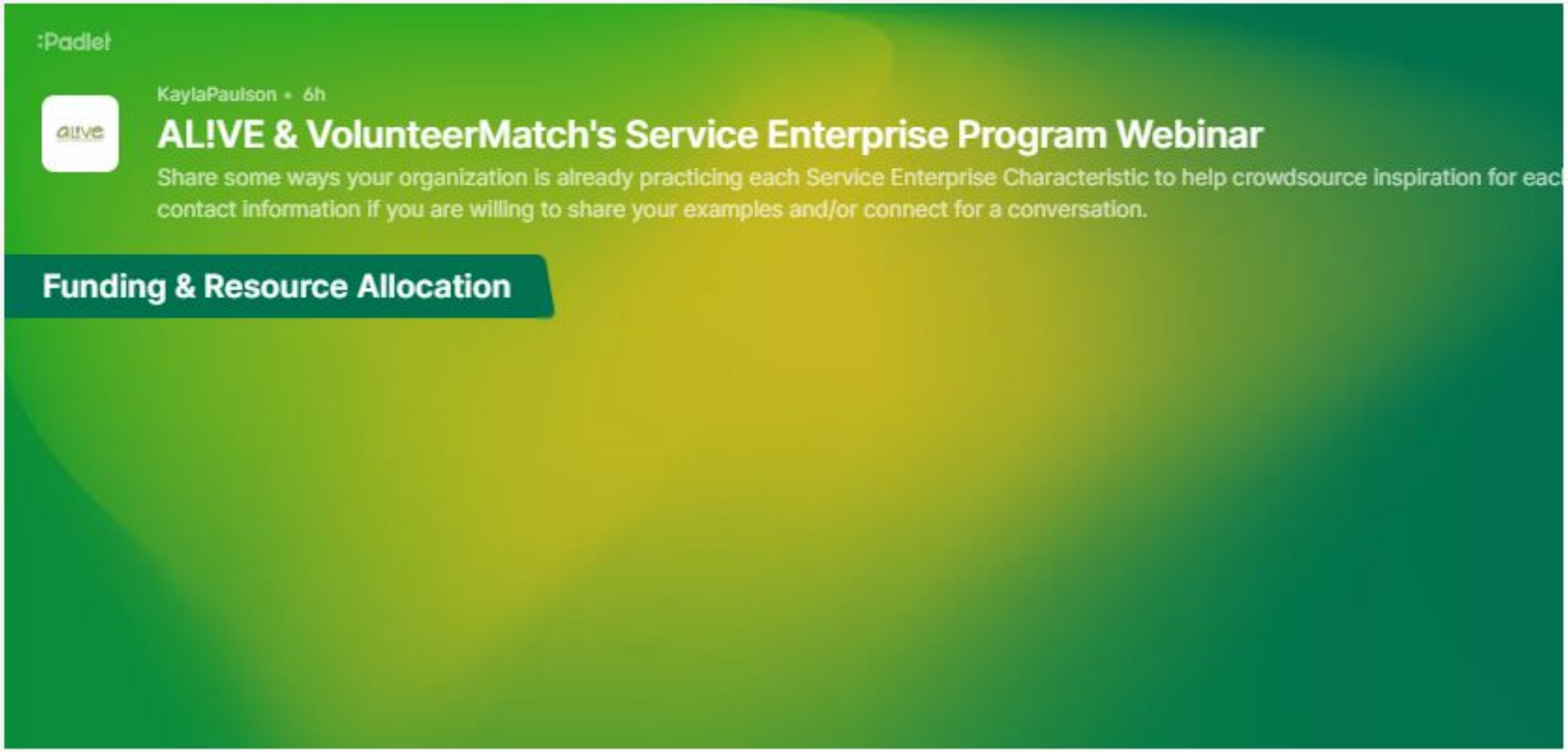

Technology

Utilizing broad-based technology to facilitate all aspects of volunteer engagement (record-keeping, service options, & communication).

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Source:

Leadership Involvement

Demonstrating through Executive & Board actions a commitment to community involvement & engaging volunteers as a key strategy to achieve the organization's mission.

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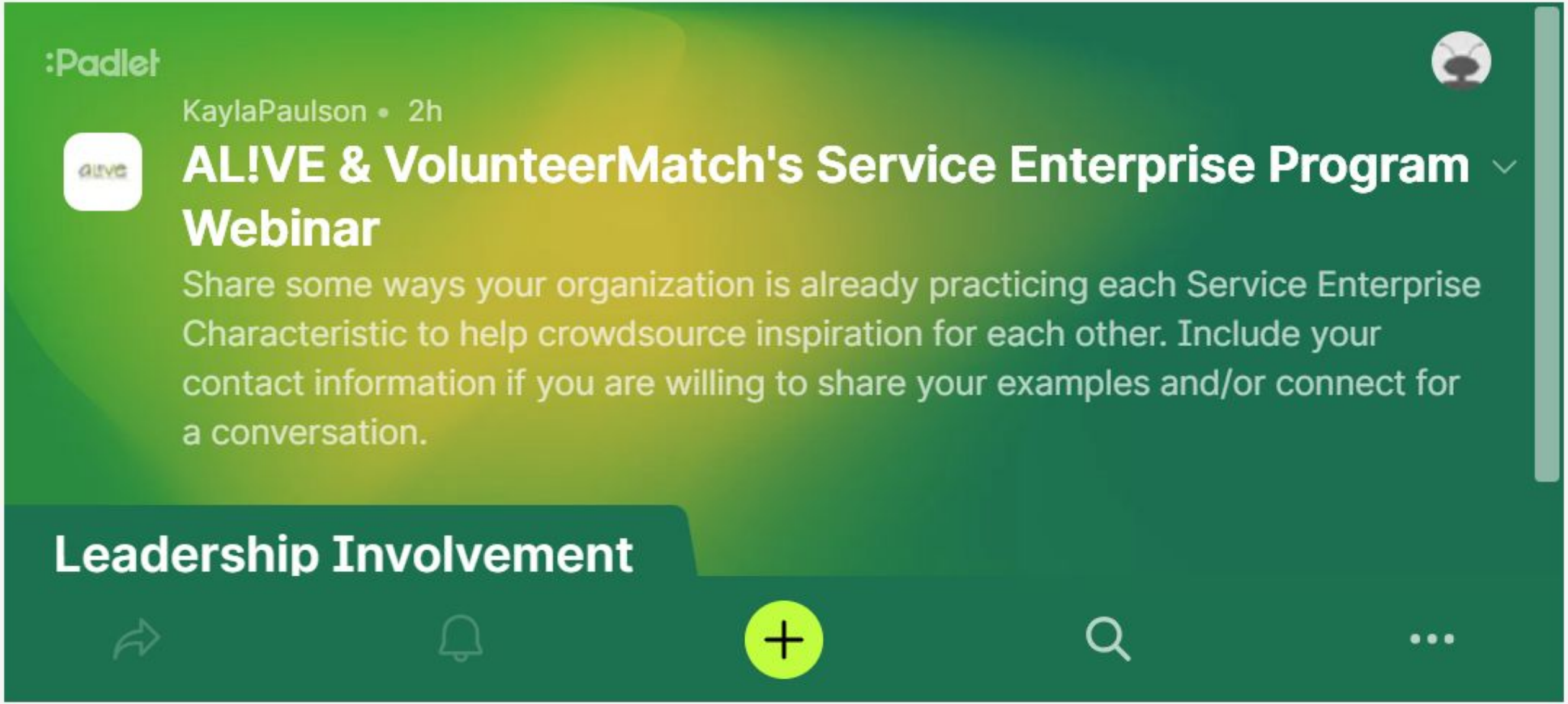

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Planning

Preparing for thoughtful, comprehensive volunteer & community engagement based on established principles & practices of effective management.

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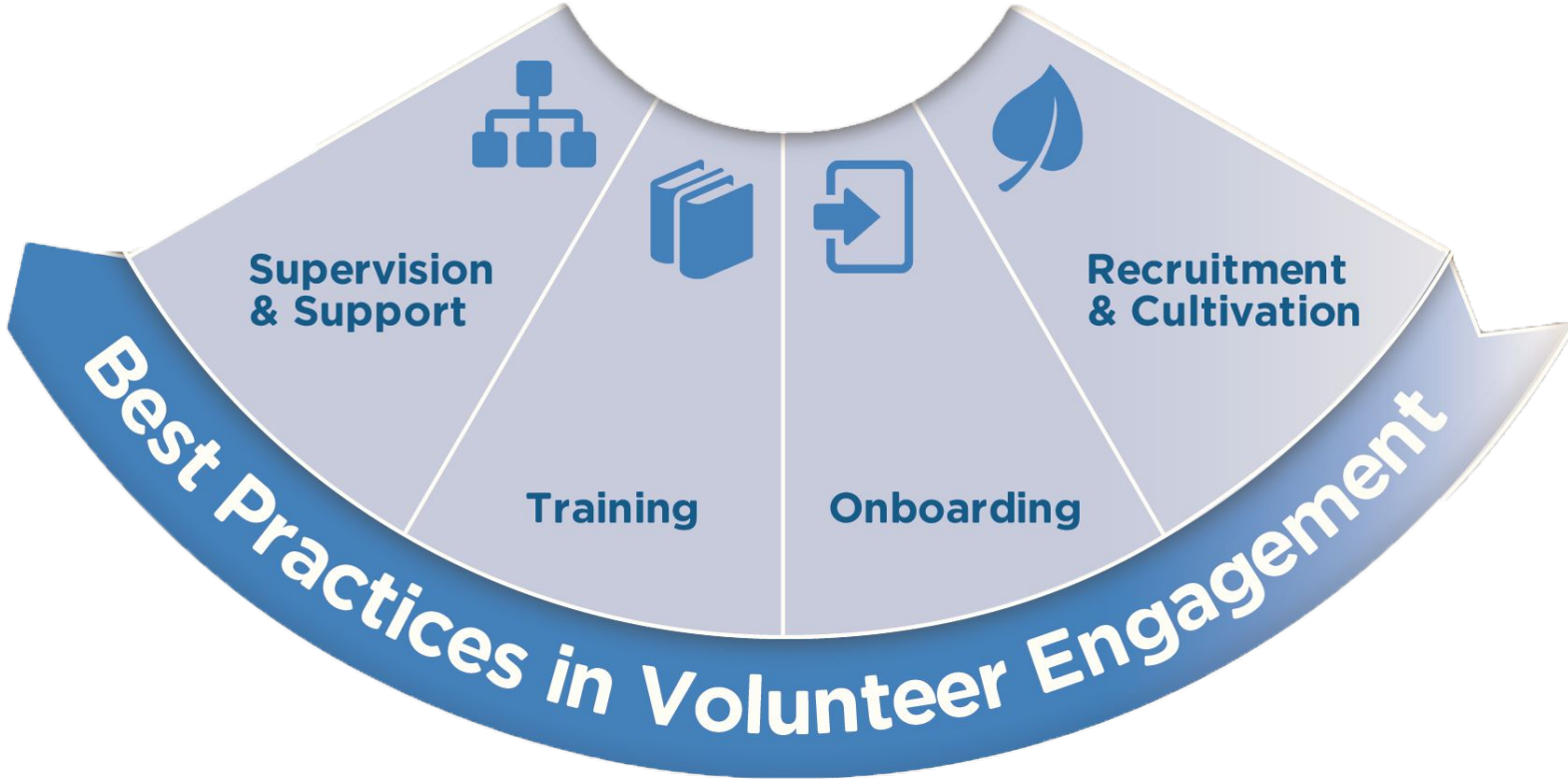
Best Practices in Volunteer Engagement

Ensures the effective engagement of volunteers & community partners



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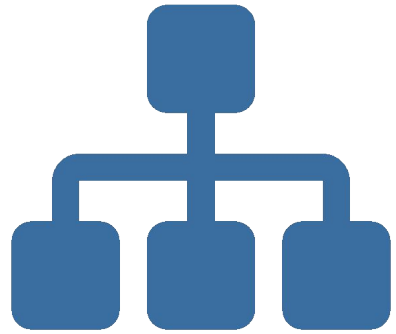

Supervision & Support

Ensuring that oversight & support are consistently provided to volunteers & community partners to ensure they are given the opportunity to succeed & to feel valued & appreciated.

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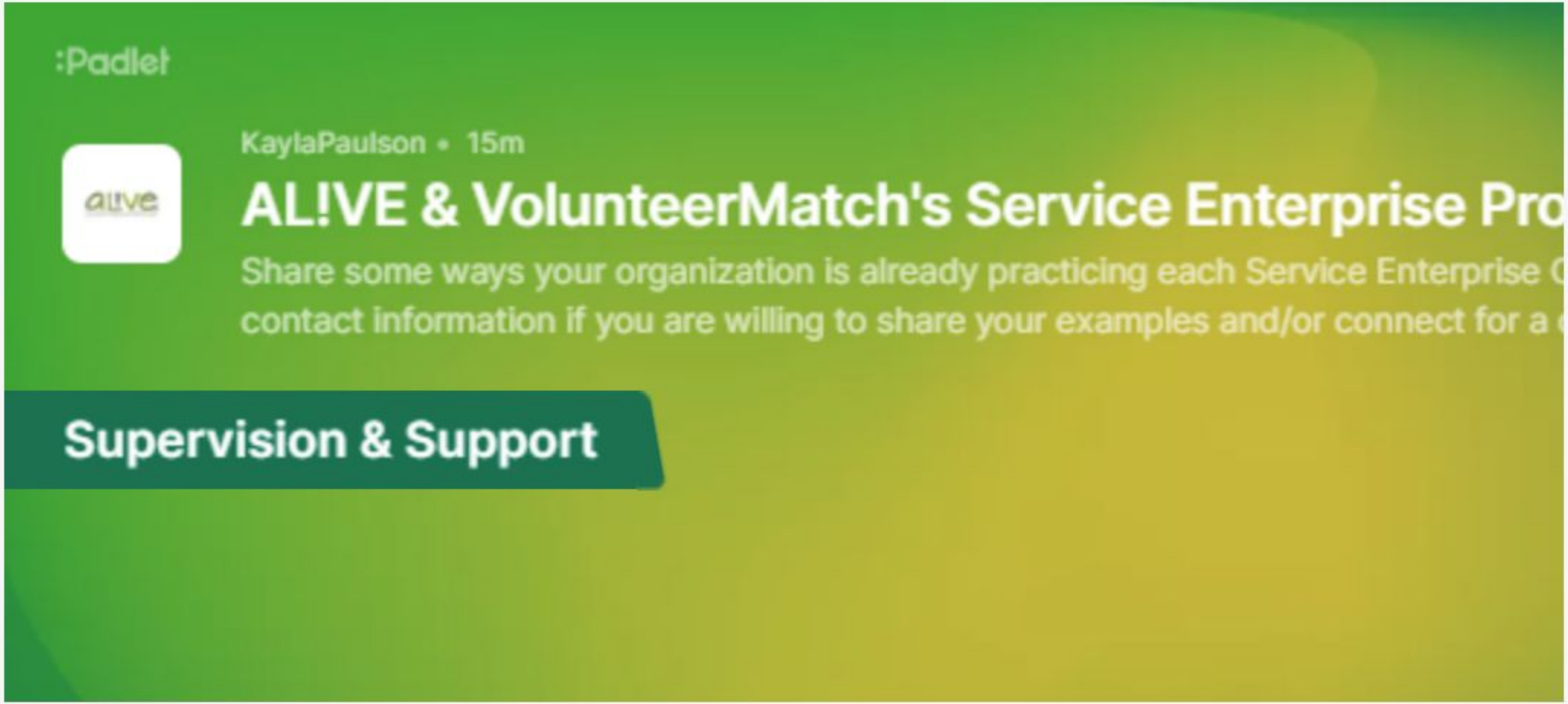

Training

Providing education, skill development, organizational parameters, & knowledge of boundaries are critical to ensure volunteers and staff are equipped to perform their work and work together effectively.

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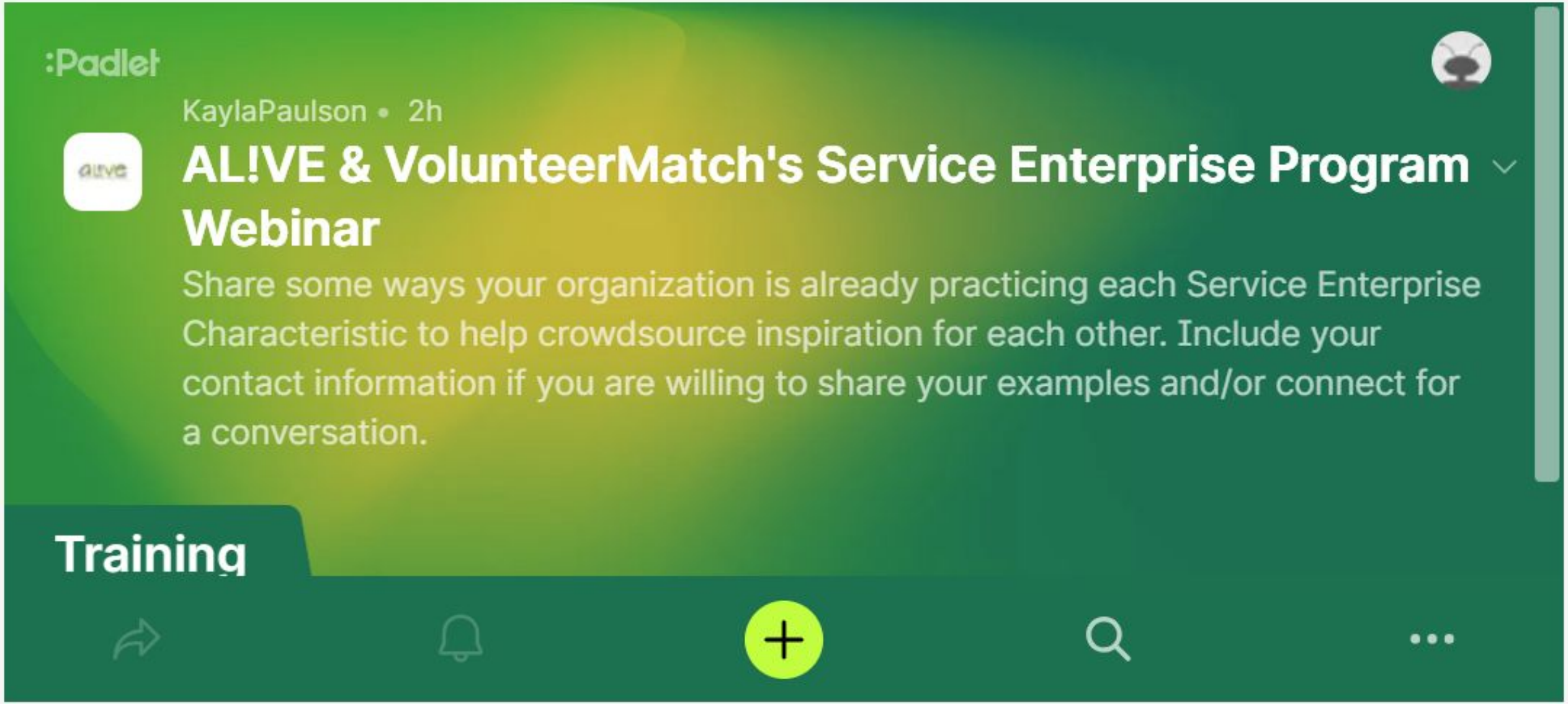

Source:

Recruitment & Cultivation

Engaging individuals & groups to serve in an ongoing cultivation process. Targeted recruitment to ensure a diverse mix of community members with skills, interests, & abilities to further your mission.

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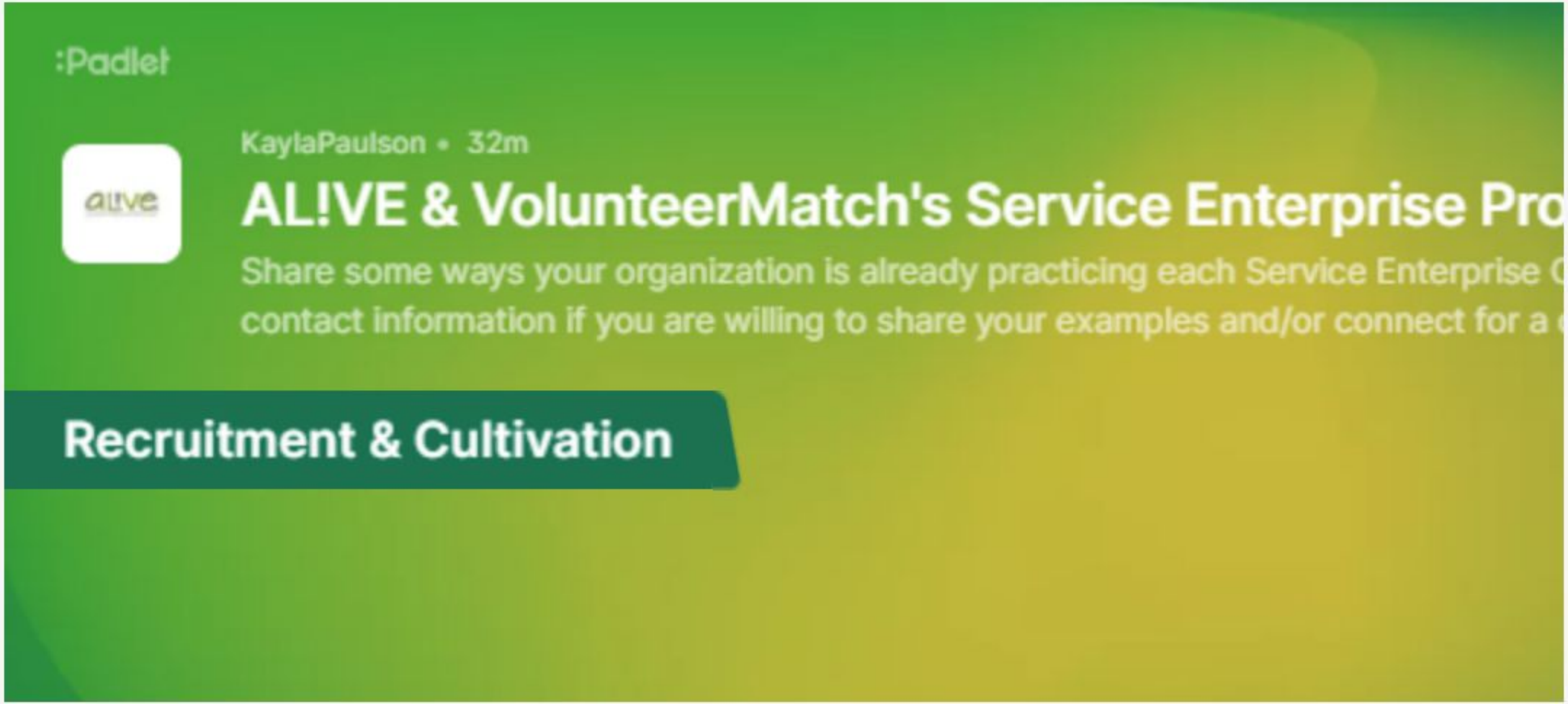

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Onboarding

Creating a smooth pathway to service through careful screening, preparation, & guidance that includes community members & staff involvement.

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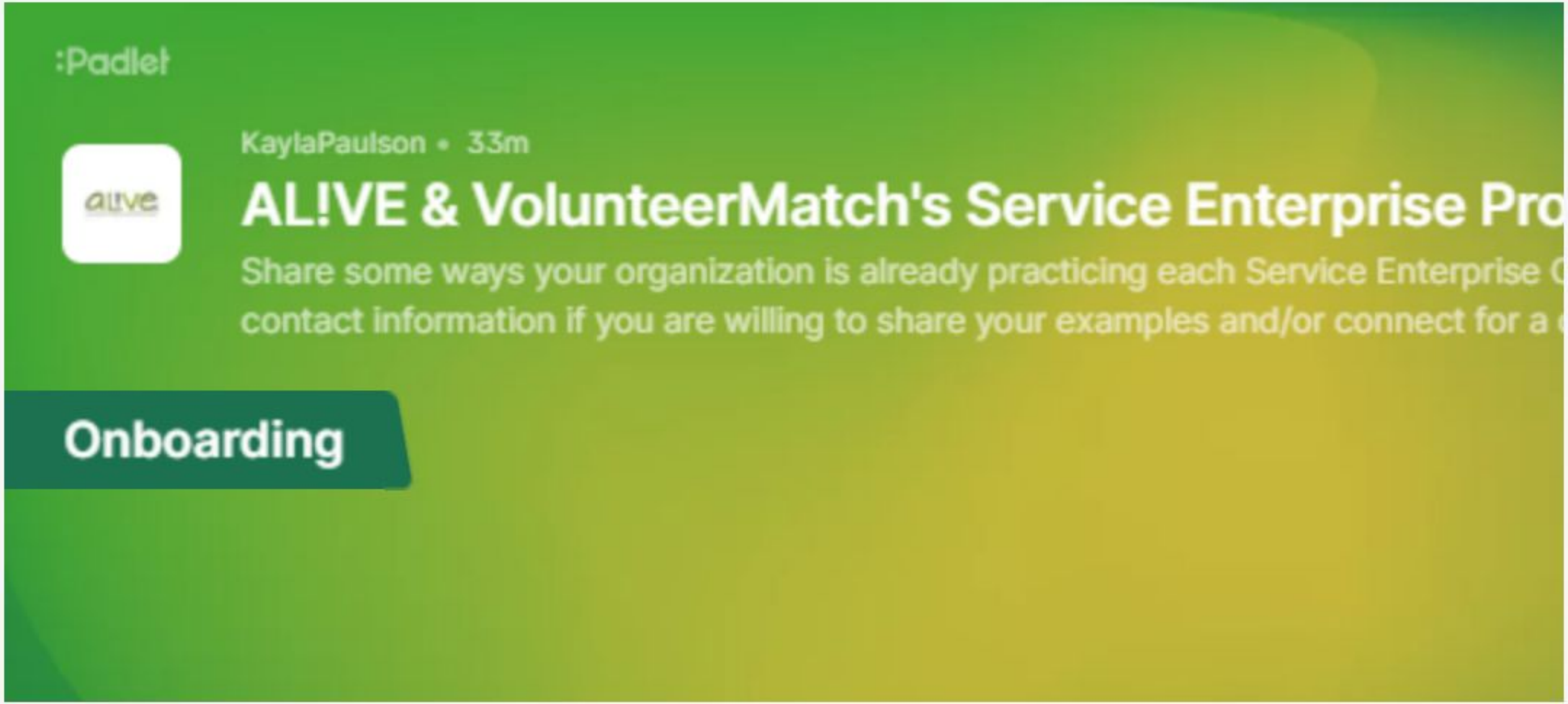

Impact & Outcomes

Utilizes tools to create & sustain relationships, tell your story, listen to contributors, & measure success against the mission & organizational objectives.

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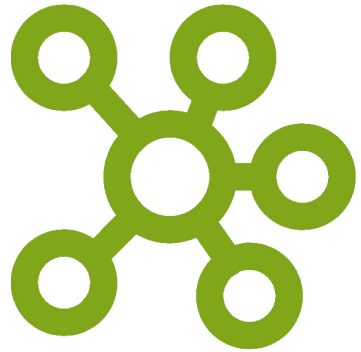

Collaboration

Being part of your community is vital to the nonprofit & public sectors. Collaborative undertakings with organizations, constituents, & volunteers build relationships & sharpen the focus of service organizations.

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Communication

Connecting through many forms & operating through a wide & diverse array of channels (both formal & informal), leveraging print, social media, etc., to inform external & internal groups.

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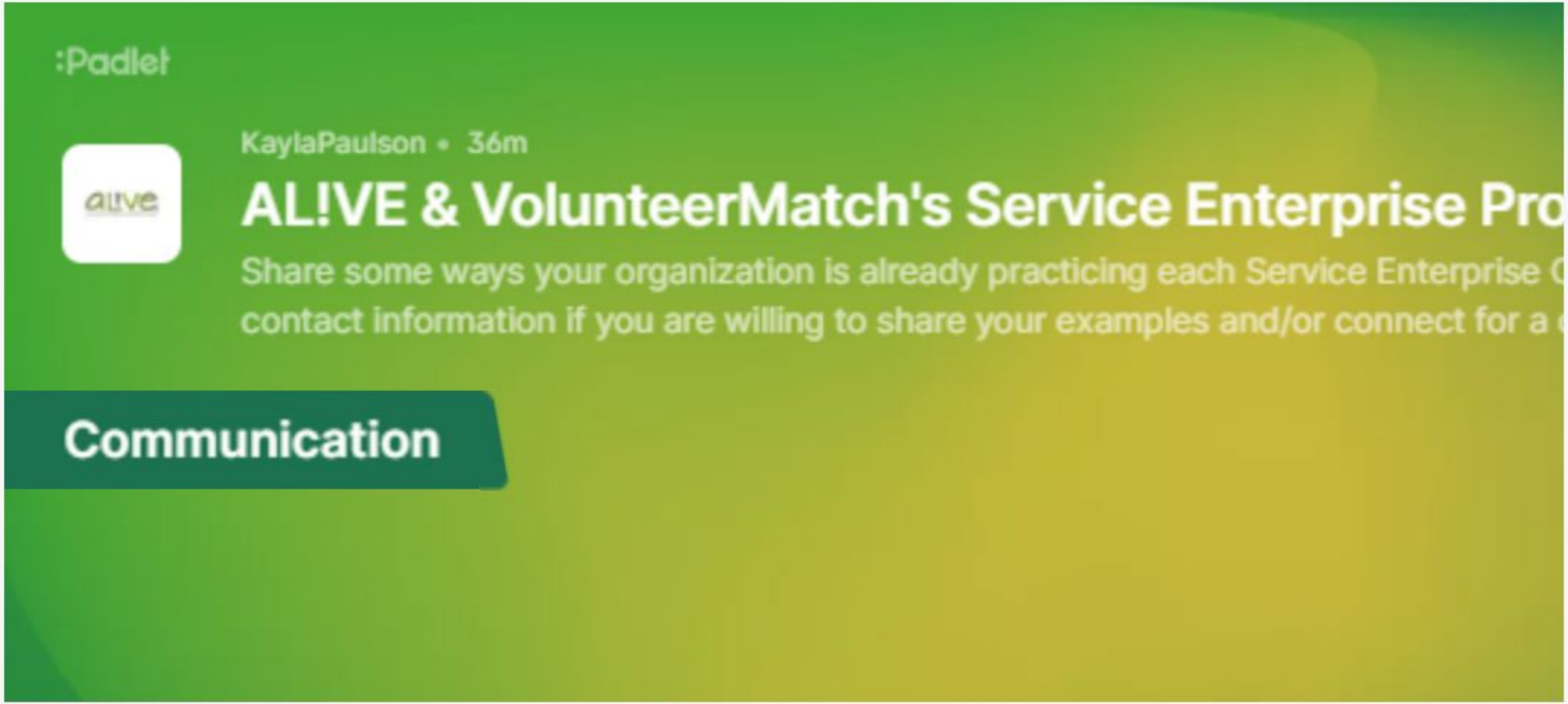

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Growth & Change

Creating vibrant, exciting organizations that seek to improve services, cultivate leaders, & continuously source new ways of thinking, platforms for action, & problem-solving. Staying on the cutting edge of industry practices motivates paid & unpaid personnel.

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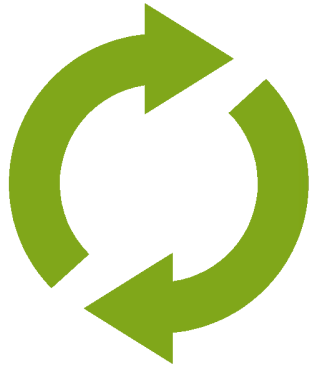

Tracking & Evaluation

Assessing the degree to which an organization monitors progress toward institutional goals & the performance of volunteers, staff, & partners in reaching these objectives.

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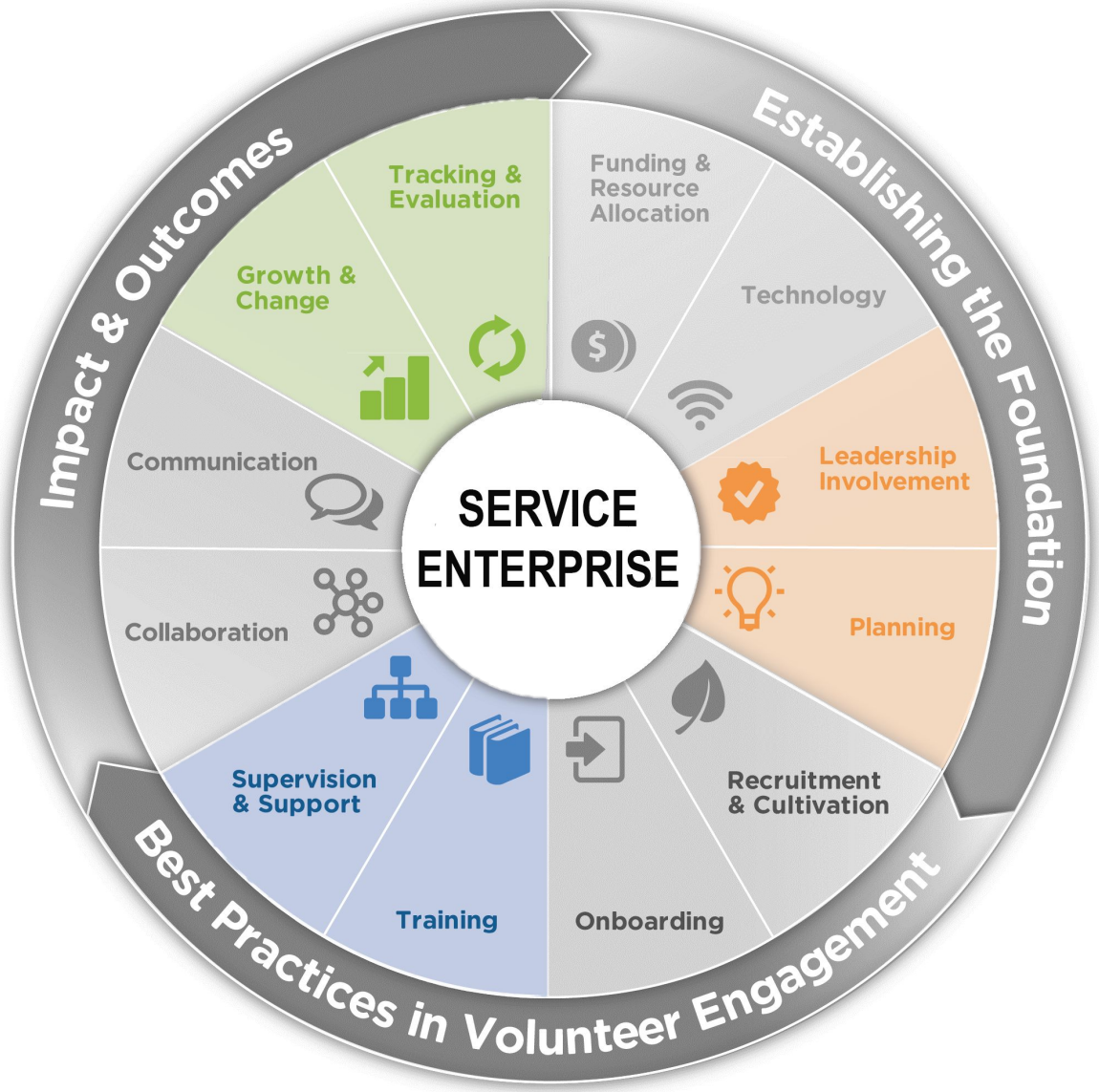
Prioritize Action

Focus on the 6 Essential Characteristics

For Accreditation 75% of the Standards for 9 Characteristics

- 6 Required
- Select an Additional 3



Join the Service Enterprise Movement

Leverage Diagnostic & Debrief Services or the Whole Program

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Goal

Strengthen the capacity of organizations to strategically and effectively engage volunteers to address community needs.

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Benefits of Operating as a SE

Outperform in organizational capacity

Increase human resource capacity

Increase in volunteer hours and impact

Utilize skilled volunteers

Address community needs

Scale programs

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Diagnostic & Debrief

- Orientation
- Administer the Diagnostic
  - Liaison (1 hour)
  - 3 to 10+ Participants (30 mins./person)
- Diagnostic Debrief Session

  2-hour meeting with participants to review strengths & opportunities
- Receive Recommendations & Debrief Report

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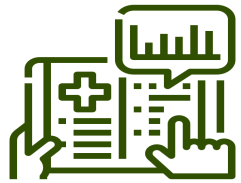
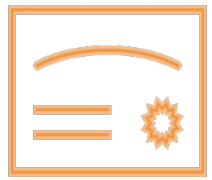
Program Model

A holistic and customized change management approach helps organizations gain a greater return on volunteer investment and better achieve their mission.





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Service Enterprise Training Sessions

1. Laying the Foundation
2. Shifting the Paradigm
3. Putting Theory into Practice
4. Accelerating Change

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Service Enterprise Training Sessions

- A **Laying the Foundation**
- B **Establishing the Vision**
- C **Shifting the Paradigm**
- D **Evaluating Impact**
- E **Putting Theory into Practice**
- F **Developing New Opportunities**
- G **Accelerating Change**

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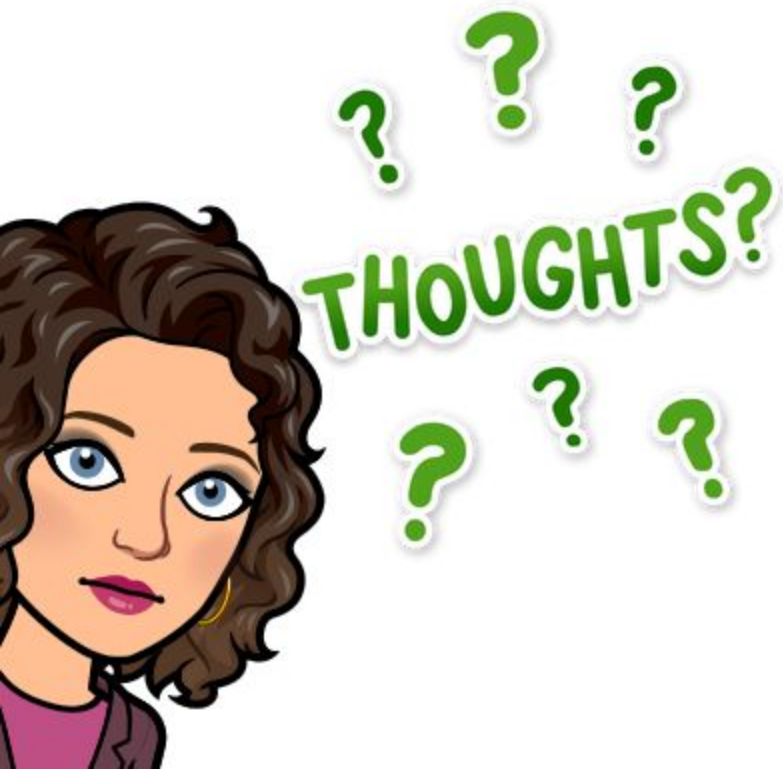
Questions, Comments & Further Exploration



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