EST. 1982 -





337 Stephens Missoula, MT 59801 406.728.7682 office 406.728.7687 fax www.missoulaagingservices.org

SENIOR CORPS

Tips for Senior Companion Volunteer Station Managers

- Review the Senior Companion Job Description
 - Ask the MAS Volunteer Coordinator to e-mail you an electronic version of the job description so that you can personalize it.

• Interview the volunteer

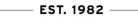
- o Review the job description with the volunteer
- Prepare a list of interview questions for the volunteer
 - What are your strengths?
 - What creative things do you have to contribute?
 - Why do you want to be a Senior Companion?

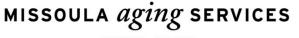
• Provide Orientation for the volunteer

- Where to park? Parking for people with disabilities available?
- Where are the restrooms? Is it handicap accessible?
- Who to ask questions of?
- o Must they sign in and out of buildings they visit?
- Do they need to wear their SC identification while on a shift? If so, do they have their identification badge from MAS yet?
- What is the protocol for calling in sick?
- What days does the organization deem a holiday? Provide handout.
- Will there be any agency staff trainings to attend?
- What to do if the weather is bad?
- $\circ~$ Give tour of the buildings they will use while volunteering.
- Give tour of the client sites once assigned
- Where they can store their valuables on a shift?
- Introduce to agency staff, especially front office support staff.
- Complete the Care Plan with both the client and the volunteer and provide copies for all involved. Send original to MAS.
- Let the volunteer shadow you or another Senior Companion for a day of service.
- Invite to new staff trainings if applicable.
- Tell them their attendance is required at monthly staff mtgs if applicable.

Volunteer Retention Strategies

- Make your expectations known early and often. Review the job description when necessary.
- Address problems and concerns when they arise. Focus on the behavior not the person. By addressing things when they arise it will
- Provide structure that will allow the volunteer to become self-directed and confident in their role.
- Create a mailbox for the volunteer at your site if necessary.







337 Stephens Missoula, MT 59801 406.728.7682 office 406.728.7687 fax www.missoulaagingservices.org

- SENIOR CORPS
- Complete the MAS written evaluation each year. Be honest. Go over it with the volunteer and provide them with a copy of it
- Share client successes and good news.
- Praise contributions.
- Invite the volunteer to attend staff trainings your organization may offer and remind them that training counts towards their stipend
- Invite the volunteer to attend agency events, participate in committee's, help with special client programming, and remind them that this time counts toward their stipend
- o Include the volunteer in staff photos and/or newsletter mailings.
- Interview a volunteer for your agency newsletter and include their photo.
- Invite the volunteer to staff parties or to participate in birthday clubs

• Never Say to a Volunteer

- "You can just go home we don't need you today." This is an insult.
- "I haven't had time to get the materials you need." Don't waste a Volunteers time.
- "Thank goodness you're here we've tried and tried to hire someone to do this job!" Volunteers are not what you use when you can't hire what you need.

Always Say to a Volunteer

- "Thank you." Say it often and mean it.
- "You make a difference because" Everybody likes to hear the end of the story.
- o "We are glad you are here!" or "You are wonderful!"
- o "Your contributions allow me the extra time to ..."
- "I've noticed that since you started spending time with Jim he is more social with the other people.." Be specific with your praise.