

2016 TEAM LEADER MANUAL

Overview

Every September, United Way of the Greater Seacoast organizes the Day of Caring which connects teams of volunteers from local businesses and community groups to work on one-time services projects at participating nonprofit agencies. It's a unique opportunity for agencies to market services to the community, establish relationships with local businesses, and strengthen awareness of their mission. Businesses have the opportunity to engage employees in impactful projects, develop meaningful relationships with local non-profits, and increase visibility in the community.

The Day of Caring Volunteer Team Leader is an integral part of Day of Caring activities. Team leaders help to streamline communication and provide structure and direction of Day of Caring activities for both volunteers and nonprofit project coordinators.

Responsibilities of the United Way Volunteer HQ

- Fundraising/Sponsorships for Day of Caring (DOC)
- Planning, administration, and evaluation of DOC
- Training agencies and volunteers
- Recruiting companies and community organizations to participate
- Providing best practices and other resources
- Support and troubleshooting for agencies and volunteers

Responsibilities of Participating Nonprofit Agencies

- The agency must be a Volunteer HQ partner
- Accurately represent and describe project(s) utilizing the web-based project registration tool
- Attendance at training on web-based project registration process and best practices provided by UWGS
- Provide lunch and water to all volunteers
- Provide all necessary materials needed to complete project(s)
- Meet with volunteer Team Leader(s) prior to the event

Responsibilities of Team Leaders

Overview

- Attend training on web-based project selection process and best practices provided by UWGS
- Recruit a team of volunteers and understand their interests, skills, and limitations
- Select a Day of Caring project
- Meet with nonprofit project coordinator prior to the event, obtain logistical information about the project, and communicate information to volunteers
- Communicate and work with nonprofit project coordinator during Day of Caring to manage the project
- Volunteers must be over 18 years of age
- Use photo release forms provided by United Way and return via scan, fax, or mail.

Time commitment

- 1.5 hours Team Leader training (if necessary)
- 1 hour to conduct a site visit with nonprofit agency prior to Day of Caring.
- 1 hour to conduct meetings with team of volunteers
- 6-9 hours on the Day of Caring

Benefits of Participation

- Strengthen team-building and leadership skills
- Develop new relationships
- Gain awareness and improve the quality of life in our communities
- Market your business's community involvement to the public

Prior to Project Selection

- Attend United Way's Team Leader Training (if necessary)
- Recruit a manageable number of volunteers to be on team
- Conduct meeting with volunteers to assess specific
 - Skill set and interests (types of projects, social issue, geographic region)
 - Limitations (dietary and physical)

Project Selection

- Select projects that are appropriate for volunteers' skills and interests
- Contact nonprofit project coordinator to arrange a site visit prior to Day of Caring
- Prepare a list of questions to be addressed during the site visit

During Site Visit

- Utilize the project plan provided by United Way
- Discuss the following with the nonprofit project coordinator:
 - Details of project (priority of tasks and timeline)

- Materials list (what the nonprofit has and what volunteers might be able to bring)
- Dress code
- Lunch options
- Exchange of pertinent emergency contact information
- Potential risks and safety plan
- Limitations of volunteers (i.e. allergies, special needs)
- Bad weather plans
- Meeting place and time
- Directions and parking

After Site Visit

- Conduct a follow-up meeting with volunteers to share project details:
 - Materials list (what supplies volunteers might be able to bring)
 - Lunch options
 - Dress code, directions, meeting time, parking details
 - Exchange key contact and emergency information
 - Bad weather plans
 - Collect photo release forms and send to United Way

On Day of Caring

- Bring a list of volunteers and emergency contacts
- Ensure volunteers sign in, have photo release
- Communicate with project coordinator:
 - Help delegate tasks as needed
 - Continually assess progress of work, reprioritize, and reassign as needed
 - Be cognizant of volunteer energy levels and need for breaks
- At lunch, sit with volunteers and share experiences, learn more about the agency, meet other groups and companies you may be serving with, etc.
- At the end of the day, bring volunteers together with nonprofit project coordinator for a debriefing
 - Identify what worked and what didn't
 - Plans to complete unfinished projects, if appropriate

After Day of Caring

- Conduct a post Day of Caring meeting with team of volunteers to evaluate experiences and document, as appropriate.
- Thank volunteers
- Provide feedback to United Way Program Coordinator:

Sarah Tremblay, Volunteer Engagement Manager
stremblay@uwgs.org 603-373-9117

Day of Caring Project Plan

We have designed this form to make your project planning easier and foster communication between the nonprofit and the Volunteer Team Leader(s). Please share copies of this completed form with all appropriate personnel.

Company _____ Primary Contact _____

Phone _____ Cell Phone _____

Fax _____ E-mail _____

Agency _____ Primary Contact _____

Phone _____ Cell Phone _____

Fax _____ E-mail _____

Project Description

Step One: PLANNING

- Arrange for the Agency Project Coordinator and Volunteer Team Leader to meet at the project site prior to the day of the project.

Date _____ Time _____

Location _____

Step Two: MEETING

- Discuss and agree on the details of your Project, including:

VOLUNTEERS Number of volunteer participants _____
 Number of client participants _____
 Number of agency participants _____

SCHEDULE Volunteers will arrive at _____ a.m. p.m.
 Volunteers will depart at _____ a.m. p.m.

PARKING Volunteers should park _____

DIRECTIONS _____

REFRESHMENTS Will be supplied by _____
 Items Needed _____

SPECIFIC
REQUESTS
(i.e. vegetarian lunch) _____

SUPPLIES	<u>Materials Needed</u>	<u>Supplied by</u>	<u>Confirmed</u>

CLOTHING _____

LIMITATIONS
OF VOLUNTEERS

INSURANCE

Make sure insurance liability issues are resolved. Notes:

EVENTS

What will happen when the volunteers arrive? (example: tours, presentation of services, work, lunch, etc.)

BACKUP PLAN

In case of bad weather or other emergencies contact:

Company contact _____ Phone _____

Agency contact _____ Phone _____

The Plan: (ex: Who will call who; at what time; instructions for volunteers, etc.)

POLICY

Discuss agency policies, including policies on photography, confidentiality, and any other special considerations.

MEDIA

Discuss media plans of both the agency and company for event. (ie., press releases, psa's, radio remote sites, TV coverage, etc.)

OTHER

Your notes on anything not covered by this plan:

Photo Release

10 Reasons to Give Us Your Email Address

1. We like to say thanks. 2. You'll find out about stuff before everyone else. 3. If you move or change jobs, we can stay in touch. 4. You'll get special invitations. 5. We won't spam you. 6. We'll save on postage. 7. We can connect you to like-minded people. 8. Because you care about children, youth, and families. 9. Email saves paper. 10. We'll show you where the money goes.

Photo and Video RELEASE OF CLAIMS

In consideration for being permitted by the United Way of Massachusetts Bay & Merrimack Valley, Inc. (DBA United Way of the Greater Seacoast), to appear in promotional and/or documentary materials, whether in print, video, audio or other written or electronic form, I hereby agree as follows:

1. I agree to allow motion pictures, still photographs, videotapes, and sound recordings to be taken of me and/or my minor children, and to permit interviews to be taken of or about me and/or my minor children, by the United Way of Massachusetts Bay & Merrimack Valley, Inc. (DBA United Way of the Greater Seacoast), the United Way of America, and their parent, subsidiary and affiliated agencies, as well as their agents, successors and assigns (all of which collectively are referred to herein as "United Way").
2. I agree that the above audio, visual and/or written material, as well as information gathered about me and/ or my minor children, including my name and the names of my minor children, may be shown, televised, broadcasted, printed, published, sold, transferred, and copyrighted by the United Way, and may be used by the United Way for purposes of advertising, promotion or publicity.
3. I waive and release for myself and my minor children all rights and claims for compensation or damages for such use of the above audio, visual and/or written material, as well as for the use of the names of and information about me or my minor children.

Please Print

Name _____

Home email _____

Home address _____

Town, State, Zip _____

Home or cell phone _____

Company/Organization _____

Signature: _____