

SPECIAL CONSIDERATIONS IN THE  
SUPERVISION OF VOLUNTEERS

1. Volunteers are motivated by a positive working "atmosphere."
2. Volunteers need a clearly designated work space, including storage space for papers, supplies, and correspondence.
3. Accessibility to a supervisor or someone who can answer questions is needed during the volunteer's work shift or when s/he telephones from the field.
4. Volunteers deserve respect for their schedule. This includes having meaningful work prepared and waiting for them. It also means notification, in advance, if there is insufficient work available on any given day.
5. Supervising volunteers involves "instant accountability"—there is much less margin for error than with salaried staff.
6. Volunteers have greater freedom of choice in selecting assignments.
7. Some socializing is acceptable.
8. Recognition—both thanks and acknowledgement of input—should be continuous.
9. Courtesy and self-fulfilling prophecy are two critical concepts.
10. The point is not to treat volunteers as though they are salaried staff—it would be ideal to treat salaried staff the way it is best to treat volunteers!