

## Reasons For Staff Concerns About Involving Volunteers

Fear of job replacement.

Fear of decrease in quality.

Unclear about volunteer/  
staff roles.

Previous bad experience.

Resents additional workload.

Fear of change.

Fear of loss of control.

## Steps You Can Take to Avoid Problems

- Establish official policy on supplementing, not supplanting staff.

- Clearly define roles; involve staff in that process.

- Involve staff in designing and presenting volunteer training.

- Provide written position descriptions and training for volunteers.

- Show job description format and ask for staff help in writing some.

- Reassure about careful selection, training, supervision and right to reassign or terminate volunteers if necessary.

- Offer your support

- Identify what's in it for staff.

- Redistribute workload if necessary.

- Involve staff in planning and training. Share success stories.

- Remind staff how service can be enhanced with additional help.

- Train staff in delegation, supervision, and management.