

Wyoming Department of Corrections
GUIDELINES FOR VOLUNTEER PROGRAM LEADERS/MANAGERS

These guidelines are meant to be used for planning and development of programs. Program leaders include program managers, civilian directors, pastors, staff directors, and chairmen; whether salaried or volunteer.

- Program leaders should ensure that volunteers know who is ultimately responsible for the management and outcome of programs, whether it be staff or volunteer.
- Program leaders should set goals and objectives that reflect both vision and reality.
- Program leaders should establish policies for the organization's programs and personnel that will provide a viable and creative working environment.
- Program leaders should realize that each component of the organization is a program in itself and as such, requires good planning and development.
- Program leaders should understand that good communication among staff/leaders and volunteers is a basic part of program management and an indispensable ingredient in the appreciation of volunteers.
- Program leaders should treat volunteers with sensitivity, but programs should not be sacrificed for the sake of its volunteers.
- Program leaders should develop recruitment methods that communicate to volunteers that they are wanted, needed, and appreciated.
- Program leaders should provide training (whether on-going or on-the-job) for the benefit of the program, the volunteers, and the participants. This training should always include job descriptions.
- Program leaders should periodically evaluate their organization, their programs, and their personnel in order to ensure mission direction, growth, and productivity.
- Program leaders should recognize that appreciation for volunteers begins with good organization and ends in visible, heartfelt thanks at the program's conclusion.