

Volunteer Conference

April 26, 2012

Hilton Garden Inn, Horseheads, NY



Join IHS and the Regional Volunteer Center of the Southern Tier for our first Annual Volunteer Conference. The Conference is an opportunity for organizations to share their experiences working with volunteers, build skills to better manage them, and learn about new trends and issues.

- 8:00 - 8:30 am Registration
- 8:30 - 9:15 am Breakfast & Opening Session
- 9:30 - 11:00 am Session One
- 11:15 am - 12:45 pm Session Two

session one	Managing Volunteers in Disasters: A Roundtable on Lessons Learned from 2011	Volunteer Management: Know Your Risks and Resources	My Volunteers are Driving Me Crazy! The Secret to Understanding & Motivating Your Volunteers
	Volunteers Managing Volunteers	Recruitment & Retention Strategies for Your Board of Directors	Special Events Volunteers: Keeping them Engaged all Year

Session 1: 9:30 am - 11:00 am

We encourage you to take the time between sessions to visit our Exhibitor Hall. In order to make sure that our presenters have enough time to answer questions at the end, we ask that you arrive on time.

Managing Volunteers in Disasters: A Roundtable on Lessons Learned from 2011

Moderated by Carol Wood, 2-1-1 HELPLINE Director, The Institute for Human Services

John Merchant, Captain, Salvation Army Corning Chapter

Greg Jenkins, Chair, Broome County Community Organizations Active in Disaster

Shaun Hakiel, Training & Volunteer Coordinator, Disaster Services Department, American Red Cross, Greater Rochester Chapter

Bernie Bowie, Volunteer Recruitment & Placement Coordinator, American Red Cross, Finger Lakes NY Region

The flooding caused by Hurricane Irene and Tropical Storm Lee was devastating to much of the region. Join members of the Disaster Response Community in learning more about the volunteer response to the flooding, issues that arose, and what they recommend be done to prepare before the next disaster.

Volunteer Management: Know Your Risks and Resources

Andrew Marietta, Regional Manager Central NY Office, New York Council of Nonprofits

While volunteer programs offer significant economies and enhance capacities of nonprofits programs, there are significant risks and legal issues that need to be evaluated and managed depending on the nature and size of the volunteer service program. Learn about these risks and how existing resources and online tools can make the somewhat challenging job of risk management easier for you and your nonprofit.

My Volunteers Are Driving Me Crazy! The Secret to Understanding & Motivating Your Volunteers

Andrew Taylor, CPC - Internationally Certified Leadership Coach

- Are there "personality clashes" effecting your ability to achieve your mission?
- Do you get headaches trying to figure out why your volunteers behave the way they do?
- Do you work just great with some volunteers while others drive you nuts?
- Want to know the "secret" to get your volunteers better at solving problems, achieving goals and working as a productive team?

Introducing the DISC Model (3rd Generation) - Used by Fortune 500 corporations and small businesses world-wide, this simple, research-validated, behavioral assessment tool is key in helping you understand what makes people tick.

Why is this important? Understanding how people work and what motivates them can make a HUGE difference in getting them to solve problems and get results!

Session 2: 11:15 am - 12:45 pm

There will be coffee and tea available between Sessions 1 and 2. We encourage you to take the time between sessions to visit our Exhibitor Hall. In order to make sure that our presenters have enough time to answer questions at the end, we ask that you arrive on time.

Volunteers Managing Volunteers

Shirley Brown, Training and Development Consultant

Setting up a volunteer program where volunteers manage other volunteers will foster leadership and accountability. This 90 minute interactive session will address what it takes to have a powerful leadership program as a fundamental aspect of your volunteer program. When volunteers have permission and the structure to become leaders, your program can take on a new life which is vital, expansive and for which you manage but do not have to have all the answers.

Recruitment & Retention Strategies for Your Board of Directors

Andrew Marietta, Regional Manager Central NY Office, New York Council of Nonprofits

Now more than ever, community-based nonprofits need to wisely and effectively recruit, engage and retain good board members and leadership. This may be an uphill challenge as the pool of qualified and interested board members appears to be dwindling, there are anxieties around liability exposure, and increased expectations for board members to give time and money, as well as their wisdom.

This presentation is designed to help your nonprofit strategically assess, build and strengthen your board to achieve organizational success. There are no magic bullets. It takes work, determination, a positive attitude and, for some, the courage to change the board's composition if not culture. This session will take comprehensive look at board development and will offer practical tips and tools for recruitment and retention.

Special Events Volunteers: Keeping them Engaged all Year

Moderated By Kristin Butler, Manager of Marketing & Communications, United Way of the Southern Tier

Darlene Bachman, Volunteer Coordinator, and Melissa Goetschius, Community & Public Relation Manager, Food Bank of the Southern Tier

Ashley Greenman, Manager of Volunteer Engagement, National MS Society - Upstate New York Chapter

Jennifer Warner, Executive Director, Twin Tiers Affiliate of Susan G. Komen for the Cure

Many organizations utilize volunteers for large events throughout the year. This panel will look at the best ways to recruit, retain, and engage volunteers for one-time special events. Panelists will talk about their own successes and failures as well as highlight ideas seen in other parts of the country.

Our Sponsors

- New York State Office of National and Community Service
- The United Way of the Southern Tier

About Us

The Institute for Human Services

The Institute for Human Services is a non-profit management support organization founded in 1984. The Institute provides management support, information and referral, organizational development, research and technology services to planners, funders and providers serving the Southern Tier of New York State. Support for its 2-1-1 HELPLINE Give Help project is provided by the United Way of the Southern Tier. Additional support comes from the New York State Office of National and Community Services. For more information, visit www.ihsnet.org.

The Regional Volunteer Center of the Southern Tier

The Regional Volunteer Center of the Southern Tier is a new collaboration which promotes and enhances local volunteer efforts. Working with local nonprofits, the Center's goal is to build the volunteer infrastructure in the region so that more people are able to make a difference. It is led by the Institute for Human Services, the United Way of Broome County, and United Way of Tompkins County. To learn more about the volunteer center or to search for opportunities dial 2-1-1 or visit 211helpline.org/givehelp.

The Institute for Human Services
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www.ihsnet.org