

Welcome to Volunteer Connect

Welcome to our community agency partners. We recruit and refer volunteers to agencies throughout Crook, Deschutes, and Jefferson Counties. In order to serve you best, we invite you to:

- Post your volunteer positions for specific ongoing needs and one-time projects
- Respond quickly to inquiries from prospective volunteers (referring unneeded volunteers back to Volunteer Connect)
- Be aware that Interviewing and screening is your responsibility
- Have risk-management procedures in place for injury prevention and liability reduction
- Provide space and materials for volunteers
- Ensure that volunteers are properly trained and supervised
- Make sure that supervising staff are ready and enthusiastic about working with volunteers
- Update your information and positions as needed
- Report problems, concerns, and satisfactions with volunteers we refer.

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Agency Introduction

As an Agency, you will use Volunteer Connect to recruit individuals and groups to volunteer at your organization. You can create and post descriptions of openings for volunteers to help with date-specific and ongoing opportunities. You can then follow up on and track responses from referred volunteers. You can also record volunteer hours completed by individual volunteers matched to your opportunities, and/or approve volunteer hours claimed by volunteers themselves.

Registering/Creating an Agency Account

To use Volunteer Connect to recruit and manage volunteers, you will need to register your organization with Volunteer Connect. An Administrator will review your registration application, and if he/she finds it to be satisfactory, will activate your Agency account.

To register with Volunteer Connect to obtain an Agency account:

1. Go to www.volunteerconnectnow.org.
2. Find and click the link **Need Volunteers?** (it should be a red box).
3. On the **Agency Login** page, click the **Not registered? Sign up now** link.
4. Review the information provided on the **Agency Sign Up** page, then type in your organization's name in the **Agency Name** box (this is required) and click **Sign Up!**
5. Review the information displayed on the **Terms and Conditions** page, as well as the legal information obtained by clicking the **legal notices** link at the bottom of the page. If you agree to these terms of use, click **I Agree; continue.**
6. Fill in the form on the **Add Agency Listing** page with the requested information. Entries are required in certain fields; these will be marked with an asterisk (*). When finished, click **Save and continue.**
7. Volunteer Connect may offer suggestions for improving your Agency listing. If it does, and you wish to make any of the suggested changes, click **Review listing to make suggested changes.** If you do not wish to make changes, click **Continue with no additional changes.**
8. Volunteer Connect will next offer you the option of uploading your organization's logo. If you wish to upload your logo, click the **Browse** button on the **Upload logo** page, find and select the logo on your computer or network using the dialog box provided, and when returned to the **Upload logo** page, click **Upload my logo.** Note that the logo file you use must be limited to 50 kilobytes, and must be in a GIF, JPEG, or PNG file format. This means a logo size of about 200 x 200 pixels (about 2.5

inches by 2.5 inches). If you do not wish to upload your logo at this time, click **I do not want to upload a logo**.

Logging in to Your Agency Account

After your Agency account has been approved, you can log into it at any time and from any computer connected to the Web.

To log into your Agency account:

1. Go to www.volunteerconnectnow.org.
2. Find and click the link **Need Volunteers?** (it should be a red box).
3. In the **Registered Agencies** section, type in the name and password you used when you registered your Agency. If you have forgotten your password, you can click the **Forgot your password?** link to have it sent to you.
4. Click **Go!**

Volunteer Connect will log you in and display your **myHome** page, from which you can manage your account settings, opportunities, referrals, and volunteer hours.

Updating Your Agency Listing

You can update the information about your organization contained in your Agency listing (the general description of your organization provided to volunteers). For example, if your organization moves its offices to a new location, you may wish to update your Agency address in Volunteer Connect.

In addition, you will be prompted by Volunteer Connect eventually to renew your Agency account, typically 12 months after creating it, or your account will expire.

To update your Agency listing:

1. Log in to your Agency account.
2. When Volunteer Connect displays your Agency's **myHome** page, find the **Agency Listing** tab near the top and click it.
3. Find the section containing the information in your Agency listing you would like to update, and click the link provided for modifying this information. For example, to change your organization's mailing address, click the **Edit Mailing Address** link in the **Mailing Address** section at the bottom of the page. If you would like to review the Agency listing as it will appear on Volunteer Connect, click the **See the listing as volunteers see it** link at the top of the page.

4. Follow the provided instructions for modifying the section of the Agency listing you wish to change.

Viewing Listing Statistics

Volunteer Connect can track and display for you the number of “hits” (or online visits) your Agency and opportunity listings receive. This lets you determine how visible your organization and opportunities are within Volunteer Connect and which opportunities seem to be most popular with prospective volunteers.

To view the tracking statistics for your Agency and opportunity listings:

1. Log in to your Agency account.
2. On your Agency’s **myHome** page, click the **Overview** tab (if it is not already selected).
3. Find the **View statistics on your listing** link in the **General Administration** section and click it.

Creating a Volunteer Opportunity

Opportunities are created in Volunteer Connect as either **date-specific** or **ongoing** activities. As their names imply, date-specific opportunities are tied to one or more specific dates and expire when their dates have elapsed, whereas an ongoing opportunity is a task for which you need volunteer assistance on a continual basis that remains posted in Volunteer Connect until you delete it.

To create an opportunity:

1. Log in to your Agency account
2. On your Agency’s **myHome** page, find the **Opportunities** tab and click it.
3. Depending on the type of opportunity (date-specific or ongoing) you wish to create, click either the **Add a Date-specific Opportunity** link or the **Add an Ongoing Opportunity** link.
4. Supply the information requested in the fields provided in the **Add Opportunity** pages, clicking **Save and Continue** to move between pages. Note that fields marked with an asterisk (*****) are required. Note also that on the first page (**General Information**) you will be prompted to assign a contact and location to the listing using the drop-down menus provided. If you wish to assign a contact and/or location not currently listed in the menus, select **Another Person** or **Another Location** and you will be prompted later in the opportunity-creation process to supply the new contact and/or location.
5. When you reach the **Geographic location** page, specify whether the opportunity is offered only at the location you specified in Step 4, or is

available at multiple locations. If the opportunity will only be offered in the location specified when you began creating its listing, click **No - only this location is available**. If the opportunity will be offered in multiple locations, click instead **Yes, more than one physical location is available**, after which you will be prompted to provide additional location information and click **Save and Continue**.

When finished, Volunteer Connect will display the **Registration Complete** page for the new opportunity, which notes that your opportunity will appear in Volunteer Connect once an Administrator has viewed and approved it.

Opportunity listings expire after 6 months. Volunteer Connect will prompt you to update the listing by displaying a link in the **Tasks** section of the **Overview** tab of your Agency account.

Modifying a Volunteer Opportunity

You can make changes to volunteer opportunities after they are created.

To modify an opportunity:

1. Log in to your Agency account.
2. On your Agency's **myHome** page, find the **Opportunities** tab and click it.
3. On the **Opportunities** page, find the opportunity you would like to modify in the table of opportunities, and click the **Details** link on the right side of its entry. If the opportunity has expired or has not yet been approved by an Administrator, it is considered inactive; you may have to click the **Inactive Opportunities** link at the top of the table of opportunities to find it.
4. When the **Details** page for the opportunity is displayed, find the section containing the opportunity information you would like to change and click its **Edit** link. For example, to edit the general information of the opportunity (such as the description or requirements), click the **Edit General Information** link in the **General Information** section.
5. Make the desired changes on the pages provided and click **Save and Continue** (or **Continue**) when finished.

Disabling a Volunteer Opportunity

You can disable an opportunity, which removes it from viewing by volunteers but saves its information if you would like to restore it later. For example, if you have an opportunity that has a recurring need for volunteers, you can disable it once you have recruited enough volunteers for the present time and restore it later when you need to recruit the next group.

To disable an opportunity:

1. Log in to your Agency account.
2. On your Agency's **myHome** page, find the **Opportunities** tab and click it.
3. On the **Opportunities** page, find the opportunity you would like to disable in the table of opportunities and click the **Details** link on the right side of its entry. If the opportunity has expired or has not yet been approved by an Administrator, it is considered inactive; you may have to click the **Inactive Opportunities** link at the top of the table of opportunities to find it.
4. When the **Details** page for the opportunity is displayed, click the **Disable this listing** link.
5. On the **Disable opportunity** page, click **Yes, disable this opportunity**.

Volunteer Connect disables the opportunity and moves it to the **Inactive Opportunities** section of the table of opportunities on your **Opportunities** page.

Deleting a Volunteer Opportunity

You can remove from Volunteer Connect opportunities that are no longer used or wanted.

To delete an opportunity:

1. Log in to your Agency account.
2. On your Agency's **myHome** page, find the **Opportunities** tab and click it.
3. On the **Opportunities** page, find the opportunity you would like to delete in the table of opportunities and click the **Details** link on the right side of its entry.
4. When the **Details** page for the opportunity is displayed, click the **Erase this listing** link.
5. On the **Delete opportunity** page, click **Yes, delete this opportunity**.

Introduction to Referrals

When a volunteer, board candidate, or donor is interested in a listing you have posted in Volunteer Connect, he or she will get in touch with you to learn more about it. If a volunteer, candidate, or donor inquires about one of your listings using the inquiry form provided by Volunteer Connect, an email notification will be sent to you, and the referral will be recorded on the **Referrals** tab of your Agency account.

Tracking Referrals

The **Referrals** tab in your Agency account tracks referrals submitted by volunteers for your opportunity listings, making it easy for you to track and manage them.

To display your Agency's referrals:

1. Log in to your Agency account.
2. On your Agency's **myHome** page, find the **Referrals** tab and click it.

The **Referrals** tab displays a table containing your Agency's referrals, which can be sorted within the columns provided by clicking the column headings at the top. You can also filter the referrals using the drop-down menus provided above the table. These tools will be helpful for finding and managing records when your Agency account starts to accumulate large numbers of referrals.

Following Up on Referrals

Referrals from volunteers, board candidates, and donors should be followed up on promptly. If they have sent their inquiries via email using a form provided by Volunteer Connect, Volunteer Connect will capture and store the messages so that you can easily track and respond to them.

The easiest way to access new referrals is by clicking a link Volunteer Connect supplies in the **Tasks** section of the **Overview** tab of your Agency account when you are logged in. Volunteer Connect will display a link labeled **Follow up on [number] referral(s)**, where **[number]** represents the number of referrals awaiting review and response.

To follow up with a volunteer using the **Referrals** tab of your Agency account:

1. Log in to your Agency account
2. On your Agency's **myHome** page, find the **Referrals** tab and click it.
3. On the **Referrals** page, scan the table of referrals for records that have **Inquired** displayed in the **Inquiry Status** column. When you find one, click the email address of the volunteer provided in the **Email address** column. This will open up your default email application and address a new message to the volunteer. If clicking the link does not open your preferred email application, or does not work, you can also open your preferred email application first and then copy and paste the address provided into it (you can click the **Details** link for the referral to get the full email address of the volunteer if it is cut off in the table of referrals).
4. Repeat as many times as necessary until you have responded to all new referrals.

It is important that you respond to referrals promptly. This is true even in cases where you no longer need volunteers for an opportunity or are not interested in a particular volunteer. A prompt response to a volunteer inquiry builds goodwill and encourages the volunteer to return to you when other opportunities become available and/or recommend you to other volunteers. Delayed responses sometimes discourage people from volunteering with you or anywhere.

Posting Agency Board Information

In addition to recruiting volunteers, you may be able to use Volunteer Connect to help you seek and recruit individuals to serve on your board, using **Board Connections**.

Before you can create board position listings, you must first provide Volunteer Connect with information about your Agency's board.

To post your Agency's board information:

1. Log in to your Agency account.
2. When your Agency account is displayed, find and click the **Board Connections** tab.
3. On the **Board Connections Positions** page, in the **Agency Board Connections Information** section, click the **Add Board Connections information** link.
4. Provide the information requested in the form on the **Board Connections Info** page using the fields and settings provided and click **Okay**. Note that fields marked with an asterisk (*****) are required. Note also that you will be prompted to assign a primary contact to manage Board Connections information and communications using the drop-down menu provided.

Volunteer Connect will store the information provided and return you to the **Board Connections** tab of your Agency account, which will now provide links you can use to edit or delete your board information. You can also now create and manage listings for your open board positions.

Creating Board Position Listings

To recruit board members using Board Connections, you create listings for board positions that candidates can review and respond to. These listings must be approved by an Administrator before they will appear in Volunteer Connect.

To create a board position listing:

1. Log in to your Agency account.
2. When your Agency account is displayed, find and click the **Board Connections** tab.
3. On the **Board Connections Positions** page, in the **Board Connections Positions** section, click the **Add a Board Connections position** link.
4. On the **Create Board Connections Position** page, provide the information requested in the form using the fields and settings provided and click **Save and Continue**. Note that fields marked with an asterisk (*) are required. Note also that you will be prompted to assign a contact and location for the listing using the drop-down menus provided. If you wish to assign a contact and/or location not currently listed in the menus, select **Another Person** or **Another Location** and you will be prompted later in the listing-creation process to supply the new contact and/or location.
5. Volunteer Connect may offer suggestions for improving your positing listing. If it does, and you wish to make any of the suggested changes, click **Review listing to make suggested changes**. If you do not wish to make changes, click **Continue with no additional changes**.

Volunteer Connect saves and displays the **Registration Complete** page for the position listing and notes that an Administrator will review it. You can use the links on the **Registration Complete** page to view the listing you just created as board candidates will see it, manage, edit, or delete the new listing, and create additional listings.

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