



Successful Volunteer Management: Recruit, Retain, Reward, & Repurpose

with Deb Mohlenhoff

Monday, November 5, 2018

9:00 am – 12:00 pm

Fee \$70, includes light refreshments

REGISTER ONLINE at www.hsctc.org/workshops

**Borg Warner Conference Room, Tompkins County Public Library,
E. Green St. at S. Cayuga St., Ithaca ([driving and access directions below](#))**

Presented by the Human Services Coalition

Co-sponsored by the Tompkins County Public Library

Back by popular demand! This workshop is aimed at participants who would like to enhance and refine their skills in managing volunteers that serve in ongoing or longer term roles in non-profit organizations. It will provide *practical* and *actionable* skills in four key areas of volunteer management:

Recruit. Recruiting and ensuring a diverse population of volunteers can be quite challenging – learn strategies for identifying the right volunteers for your organization.

Retain. Retaining those you recruit is also critical to an effective volunteer program. Learn tips to design motivating jobs and prepare volunteers for success.

Reward. Volunteers also should be rewarded – but one size does not fit all. Learn how to navigate the differences between paid staff and volunteers and how to thank them for a job well done.

Repurpose. Learn how to handle difficult volunteers and deal with volunteers who need to be let go.

Participants will learn about best practices in volunteer management. They will learn that volunteers do need to be managed, and the techniques for doing so. Participants will also learn how leverage volunteers' skills and expertise for maximum organizational impact.

About the Presenter:

Deb Mohlenhoff is the Director of Student Activities and the Student Center for Tompkins Cortland Community College. She is a member of the City of Ithaca's Common Council and the Acting Mayor for the City of Ithaca. She is also the Program Director for Leadership Tompkins, a local leadership development course for business and non-profit leaders.

Deb has over 25 years of experience working with volunteers. She currently serves on the board of the National Society for Leadership and Success, the nation's largest student leadership honor society. She was a founding member of the young professional organization Ithaca Forward, now known as Tompkins Connect. Deb was also is a longtime volunteer with the American Cancer Society and served on the National Training Team for Relay for Life. She was also an essential organizer of Ithaca's Wizarding Weekend festival and coordinated the local Ithaca Is Love photograph to honor and support the 2016 Orlando nightclub shooting and the local LGBTQ community.

Deb earned a bachelor's degree in communications from Ithaca College and a master's degree in public administration with a concentration in non-profit management from Binghamton University.

Registration and Payment

Register online at www.hsctc.org/workshops. If you are unable to register and pay online please call 607-273-8686 or email registration@hsctc.org.

Cancellation Policy

All registration sales are final - we are unable to refund or transfer fees onto a different workshop for missed sessions. At times a workshop may be cancelled due to inclement weather or other issues. If this occurs, we will post the cancellation on our website: www.hsctc.org/workshops, email all registered participants, and refund any prepaid fees. If you plan to walk-in, please check our website for the most up-to-date information prior to attending.

Scholarships

Limited scholarships are available to agencies whose non-profit board and staff members cannot attend without one. To request a scholarship, email: registration@hsctc.org in advance of the workshop.

Snacks

Coffee, other drinks, and snacks are provided at all workshops; lunch is not provided. Attendees at sessions in the Borg Warner Room may leave and eat lunch on the beautiful Ithaca Commons.

Special Needs

Please notify us if you have any special needs; the Coalition wishes to make its workshops accessible to everyone.

For the comfort of everyone, HSC workshops are fragrance free. We appreciate your cooperation.

Driving and access

The Library is located in downtown Ithaca on the corner of East Green and South Cayuga Streets.

Directions for accessing the Library

The Library does not open its Main door until 9:30 am, so walk to the northeast corner of the building opposite the TCAT Green Street Station, turn right and enter at the door on the right under the green canopy. The Borg Warner room is immediately on your right.

Driving Directions

From North or South on Rt. 13 or 34: Proceed to Green Street in downtown Ithaca. Turn East (toward Cornell and downtown) on Green Street. Proceed approximately six blocks to Cayuga St, take a right turn and proceed as below.

From South on Rt. 96b: Proceed down hill on Aurora Street to East Clinton Street.

Turn left and proceed to Cayuga Street. Turn right on Cayuga Street and proceed as below.

From East on Rt. 79 or 366: Proceed to downtown on State St hill and veer right onto Seneca St at the bottom of the hill. Stay in the left lane of Seneca St until you come to Cayuga St. Turn left on Cayuga St and proceed as below.

From West on Rt. 79, 96 or 89: Proceed east to Fulton St. Turn right on Fulton St and stay in the left lane. Turn left on Green St and proceed about seven blocks to Cayuga Street. Turn right and proceed as below.

From all directions: Park in the Cayuga St. parking garage behind the Library and across from the Hotel Ithaca, or in the Green St. garage (entrance is past the "Pay and Display" and after the Cinemapolis sign on the left) diagonally across from the Library. Please note that "Pay and Display" parking is an option but the cost is twice that of the Green St. or Cayuga St. garages. The Library does not open the main door until 9:30 am, so go to the northeast corner of the Library building next to the TCAT Green Street Station, turn right and enter at the door on the right under the green canopy. The Borg Warner room is immediately on your right.

Accessible Parking

We recommend parking on the first floor (it's actually the second floor of the structure) of the Green Street parking garage near the lime green wall labeled "Green Street." There is an elevator that will take you down to the ground floor which outlets at the crosswalk on Green Street. Cross the street, turn right and it's a short distance to the northeast corner of the library, next TCAT's Green Street Station. Enter at the door under the green canopy. The Borg Warner room is immediately on your right. If the accessible parking spots are taken near the elevator you can also go one floor up and there are more spaces next to the elevator on the roof.

The Coalition is a United Way agency.