

# Overview

Greetings Second Harvest Heartland Partners,

This Volunteer Management Toolkit was designed to create and/or maintain a successful volunteer program. Volunteers are an integral part of our organization and can provide invaluable service, allowing us to reach beyond the time constraints of staff. Whether the volunteers are performing job functions critical to the operation of your organization or providing you with the ability to do extra projects, there are certain steps you can take to ensure a smooth, productive volunteer force.

In 2012, Second Harvest Heartland worked with nearly 1,000 agency partner programs to distribute 76 million pounds of food, the equivalent of more than 60 million meals. One of the challenges that many of our partners face is the lack of volunteers or resources related to managing volunteers; which limits their ability to feed hungry people. The goal of this toolkit is to provide information and processes of implementation to better leverage your volunteer resources, resulting in more food getting to those in need.

The contents of this manual are based on best practices from extensive research and a number of resources including Minnesota Association for Volunteer Administration (MAVA)--Minnesota's largest network of Volunteer Administrators, Energize Inc., Idealist.org and other volunteer management sites.

As part of this toolkit, a Volunteer Program Inventory has also been provided to assess the needs of your program. Our recommendation is to complete the Volunteer Program Inventory as an introductory step to this resource guide. The inventory will help you identify specific areas of strength and development in your program.

Sincerely,

Second Harvest Heartland