

# RISK MANAGEMENT

## Applying Risk Management to Volunteer Management

➤ Identify risks for each volunteer position  
Think about....

- What the volunteer might do wrong
- Accidents
- Unsafe equipment
- Special needs
- Limitations
- Dangers

\*Involve Volunteers in this process

➤ Rewrite volunteer position descriptions  
Tailor the “Qualifications” section to describe physical ability needed to avoid or deal with the dangers you have uncovered.

➤ Screen potential volunteers based on potential risks  
Test potential volunteers by having them answer questions about how they would deal with a potential problem that might arise in performing the volunteer position

➤ Train volunteers in risk preparedness  
Develop “reality-based” training, examining not only how you think the work ought to go but also how, from experience, you know it might go.

➤ Train staff  
Your biggest “hidden” danger as a Volunteer Program Manager is that “over-enthusiastic” staff will assign “over-willing” volunteers to do work they are not capable of doing.

➤ Create procedures for risk-based supervision  
Develop a list of procedures, operational rules, and guidelines for problem situations.

➤ Review and update  
Continuously try to update and improve your risk management by maintaining a list of problem situations and using them to develop new training.

