

Develop and manage LifeRing's human, material, and knowledge resources wisely.

Cultivate *LifeRing's Volunteer Value Initiative* to attract and retain skilled people who can work together to achieve LifeRing's vision.

RECRUIT VOLUNTEERS TO FURTHER LIFERING'S GOALS.

- Identify and define the competencies that LifeRing must develop and retain to achieve organizational outcomes.
- Organize and publicize the *LifeRing Volunteer Opportunities Index*.
- Maximize volunteer competencies through practical resources, guidance, and training.
- Design systems to support volunteer recruitment, appointment, training and retention.
- Leverage human resource capability through partnerships with other organizations.
- Develop processes for maximizing volunteer contributions and reduce reliance on paid staff.
- Develop the capability to anticipate and better manage workforce change.

TRAIN OUR VOLUNTEER WORKFORCE.

- Engage and align volunteers with LifeRing's mission, vision, values and beliefs.
- Develop & enhance the capability of volunteers to understand and implement LifeRing's strategic direction.
- Develop a volunteer workforce that is reflective of, and responsive to, LifeRing's culture, members, and potential members.
- Develop the capability of volunteers to interact with the community effectively, particularly with at-risk groups.
- Ensure that LifeRing recruits and retains a diverse workforce.
- Develop *LifeRing's Agreements of Service System* to include clear job descriptions, time commitments, and lengths of service.
- Establish training and development systems that equip volunteers for their respective roles.

FOSTER A CHALLENGING, REWARDING AND SATISFYING VOLUNTEER ENVIRONMENT.

- Develop and maintain systems to listen, respond and communicate with volunteers.
- Provide clear guidelines for confidential feedback, criticism and complaints.
- Develop flexible teams and job designs that promote the motivation, satisfaction and well-being of volunteers.
- Create fulfilling and satisfying volunteer experiences that enhance employability and entry to career and education programs.
- Encourage cooperation, collaboration and cohesion among volunteers.
- Develop processes to maintain positive working relationships between leadership, staff and volunteers.
- Develop work systems and equipment to enable volunteers to perform effectively.
- Establish safeguards to maintain safe and healthy working environments.
- Develop a system of appreciation to acknowledge the contributions of volunteers at all levels of participation.

EVALUATE THE CONTRIBUTION OF VOLUNTEERISM TO LIFERING'S GOALS.

- Contribute volunteer resources to organizational planning efforts.
- Document progress via work plans and the progress dashboard.
- Publish the *Annual Report of LifeRing's Volunteer Initiative*.