**Managing Virtual Volunteers**

As IRC offices continue to explore virtual volunteer opportunities, below are a set of guidelines that can be used to manage virtual volunteers. If you have further questions, please contact [Natalia.Lopez@rescue.org](mailto:Natalia.Lopez@rescue.org).

*\*\*There are a few links under resources that have been pulled from Rescuenet. Those not registered on* [*One Portal*](https://rescue.onelogin.com/portal/) *will be unable to access these files.*

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| **Planning** |  |  |
| **Objectives** | **Process Checklist** | **Resources** |
| Ensure volunteer and intern descriptions have clear responsibilities that will allow volunteers/interns to complete the tasks remotely | * Meet with Program staff to decide on which activities can be completed virtually. Develop clear descriptions with staff | [Examples of IRC RAI-US Remote or No-Contact Volunteer Opportunities](https://rescue.box.com/s/4sowtqqzyzziyf140cbvk5agle91hffg)  [Examples of Virtual Volunteer Opportunities from Non-Profit Organizations](https://rescue.box.com/s/sil66pj1z0sg3xjlc4ykn7u22wz7dl6g) |
| Determine technology access for staff, volunteers, interns, and clients | Meet with program staff to determine if:   * Staff have access and know how to use technology tools to communicate with volunteers or interns. If staff are helping to manage remote opportunities, they should have access to a functional headset, laptop/computer, and a web-conferencing tool. * The description needs to include a requirement that volunteers/interns will have to use their own technology tools to work on the virtual opportunities * Clients have access and know how to use technology tools needed to interact with staff and volunteers/interns virtually. As an alternative, contact clients by phone. | For Staff:   1. Web-Conferencing tools:   Teams (need IRC email)  Zoom (needs payment to access)  [Uberconference](https://www.uberconference.com/) (free)   1. Ordering technology accessories or laptops (i.e. Headsets) through IRC approved vendor Planson.   For Volunteers/Interns:   1. To give access to volunteer/interns to Microsoft Teams, BOX, or other IRC supported platforms create a Rescue account for them. 2. Have them review Acceptable Use: Remote Work + Personal Devices and the IRC Acceptable Use Policy. 3. Include training on using the platforms during orientation   For Clients:   1. If clients have access to technology tools, make sure to review accessing links and understanding how tools can be used |

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| **Recruitment & Placement** |  |  |
| **Objectives** | **Process Checklist** | **Resources** |
| Follow objectives outlined in [Recruitment & Placement- Volunteer Processes, Policies and Forms](https://rescue.box.com/s/d8lfizrdcl12i2p0o1mskobp16uxsrjf). | * Ensure screening is conducted, including running a HireRight background check. All volunteers should have a cleared background check. * For volunteer/intern screening, hold interviews through a web-conferencing platform or by phone * Ensure volunteer/interns receive a Rescue.org account prior to starting | Web-Conferencing tools:   1. Teams (need IRC email) 2. Zoom (needs payment to access) 3. [Uberconference](https://www.uberconference.com/) (free)   To give access to volunteer/interns to Microsoft Teams, BOX, or other IRC supported platforms create a Rescue account for them. |

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| **Orientation & Training** |  |  |
| **Objectives** | **Process Checklist** | **Resources** |
| Ensure technology tools function properly prior to virtual orientation and training | * Review how to use technology tools before scheduled trainings to the public * Test technology platform 1 week before the virtual orientation/training. Schedule a practice call with a colleague or volunteer. | Training Resources for:   1. Microsoft Teams 2. Zoom 3. [Uberconference](https://www.uberconference.com/features/web_conference_calls) |
| Ensure that volunteers and interns are aware of remote practices taking place by IRC staff to deliver services to clients. | * Review guidelines on Remote Case Management and share important guidance with volunteers | [Remote Volunteers: Dos and Don’ts](https://rescue.box.com/s/wumzdalmpsvjfzaa2o94zdb7wrat9cye)  Program Resources   1. [Resettlement & Processing](https://rescue.box.com/s/8bmzc9jt2j689kycalsy2za2cxtjmwvn) 2. [Safety, Education, Wellness](https://rescue.box.com/s/63zm5336wrwq2z17iivz60mocoumdqe4) 3. [Economic Empowerment](https://rescue.box.com/s/h4zjgnsdz9hmxg7ssf8hb0tpsxnx82wa) 4. [Immigration](https://rescue.box.com/s/amsjdmzmkvk9mijqmy2s5mhkyppwz2rl) 5. [Asylum Seeking Families](https://rescue.box.com/s/05hmkjjv6wz1da1x5rbj9zq2amt93zi1) 6. [New Roots](https://rescue.box.com/s/85nc4an9dwwp0d01kf3p3psta3bx7go2) 7. [Census](https://rescue.box.com/s/34bks4eq2ln7zwnmjif9oykebot52ryj) |
| Ensure volunteers, interns, or clients have a space or time to provide feedback during a virtual session | * Review best practices on how to facilitate virtual trainings | [Facilitating Virtual Meetings](https://rescue.app.box.com/s/b8tnyv73bfsyatsmc9b3dxi5tbrft6kt) |
| Ensure volunteers, interns, or clients have access to recorded videos. | * Record sessions that can be later sent out to volunteers, interns, or clients. Upload videos on Box and generate a link that will allow users to view the video without logging in. | Box e-Learning Videos |
| Implement virtual on-going trainings as needed | * Stay in contact with virtual volunteers/interns and schedule trainings as needed. Staff can also direct volunteers/interns to Kaya for additional professional development resources. | Rescue Academy- Kaya |

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| **Support** |  |  |
| **Objectives** | **Process Checklist** | **Resources** |
| Ensure that volunteers/interns are able to easily communicate with IRC staff | * Develop a plan on how often and who should be communicating with virtual volunteers/interns. Schedule weekly or bi-weekly check-ins with virtual volunteers/interns. * For intern management: The school should be made aware that the internship is virtually. Follow basic intern management protocols. | Use Microsoft Teams to schedule re-occurring meetings  [Intern Management](https://rescue.box.com/s/9m609gtg3mppdouygst22glho4c3hk1g) |

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| **Post- Service** |  |  |
| **Objectives** | **Process Checklist** | **Resources** |
| Follow objectives outlined in  [Post-Service- Volunteer Processes, Policies, and Forms](https://rescue.box.com/s/v9sup89v5xsb4q6f7k52ytdba3t4rhlm) | * Ensure volunteers/interns have logged their time into Salesforce and ask them to fill out the feedback survey on the Volunteer Portal. Make sure they are also tagged on Salesforce to receive local office. emails/newsletters * Send a virtual thank you card to volunteers/interns during their last week | [Salesforce Instructions for Volunteers: Logging Hours](https://rescue.box.com/s/wvr6n9qh9owh7e283fx2y6q1en6vgc2q)  [Virtual Thank You Cards](https://www.paperlesspost.com/cards/category/thank_you_cards) |