



Passion into Action: Managing Your Service Activity

Some service activities are projects that include multiple volunteers, supplies, and a specific service site. If your activity is one of these, there are a few basic project management tips for you to keep in mind.

Successful service projects have a good balance between logistics, time, and people. As the leader, consider and coordinate these three elements carefully so you'll have a successful, productive activity.

LOGISTICS - Plan for and be prepared to manage these aspects of event logistics:

- **Scheduling** - What is the flow for the project? Do you have enough time to get everything done?
- **Access to event site** - Will you be able to get into the service site and have access to things you need (such as water or restrooms)?
- **Registration** - How will you register volunteers? What is your process for greeting them and getting them assigned to the right tasks?
- **Weather and attire** - What should people wear? Do you have a back-up plan in case of rain?
- **Safety** - How will you ensure everyone is safe as they serve? Be sure to think about things like age requirements or accessibility for people with disabilities.
- **Food, beverages, and breaks** - Are you providing food and beverages? Are breaks built into your schedule for the day?
- **Project wrap-up** - How will you end the activity? Are volunteers expected to help clean-up? How will you celebrate the service?

TIME - Establish a schedule (or run of show) for the project. This will help you manage the various details once on site. Do your best to keep things moving on time so that you accomplish the goals of the activity. Don't be afraid to adjust the work as needed; it's better to complete some of the tasks than to leave all of them half-finished. Volunteers will continue to feel motivated when they see progress, even if it's only part of the overall goal.

PEOPLE - You've engaged other volunteers who are motivated by the same passion issue as you. Keep people motivated as they serve. Make sure they understand the purpose of the project, the various tasks, and individual responsibilities. You want them to have fun, get the job done, and feel appreciated for their work. Remember to recognize and thank your volunteers and supporters for their contributions and service.

PROJECT READINESS CHECKLIST

Use this checklist to make sure you're ready for your service project:

Scheduling

- _____ Do you have a printed schedule for the event?
- _____ Have you assigned volunteers to serve as task leaders to work with specific parts of the event?
- _____ Has time been allotted for set up, breaks, lunch, clean-up, reflection and evaluation?
- _____ Are volunteers aware of their scheduled volunteer time?

Access to Event Site

- _____ Do volunteers have directions to the event?
- _____ Is the project site accessible to people with disabilities?
- _____ If the site is normally closed/secured, who will be available to provide access to the facilities?
- _____ Is there a place where volunteers can put personal belongings?
- _____ Do you know where volunteers should park?
- _____ Do you have a way to tell volunteers where to park (sign, other volunteers to direct traffic, etc.)?

Registration

- _____ Has an area been designated for volunteer check-in?
- _____ Have registration forms been created and printed?
- _____ Do you have writing utensils?
- _____ Do you have volunteer name tags?
- _____ Do you have volunteers to manage registration?
- _____ Have they been trained on how to sign in volunteers?
- _____ Do volunteers know whom to contact in case of a cancellation/emergency?

PROJECT READINESS CHECKLIST, Cont.

Weather and Attire

- _____ Have you made contingency plans in the event of bad weather?
- _____ Do volunteers know how to find out about a change in plans?
- _____ Do you have a way to contact volunteers in case of an emergency?
- _____ Do volunteers know how they should dress for the project?

Safety

- _____ Are there first-aid kits, a water station, phones, as well as volunteer safety accessories on-site?
- _____ Are there any special safety concerns for the use of special tools/supplies being used?
- _____ Do you have instructional handouts for any tools being utilized?
- _____ Do you have a plan for monitoring the site if there are construction tools being used?
- _____ Do you know how you can encourage everyone to be safe and have fun?

Food, Beverages and Breaks

- _____ Do you have a food/beverage station?
- _____ Do you know if there is a specific place for volunteers to eat/drink or can it be anywhere on site?
- _____ Do you have a volunteer who will help distribute the food and drinks?
- _____ Do you have a plan to ensure that volunteers get a break?
- _____ Do you have a volunteer who will monitor food/beverages and get more if necessary?

Project Wrap-up

- _____ Do you have a plan for cleaning up the service site?
- _____ Do you have trash bags and other clean-up supplies
- _____ Do you have a plan for celebrating the volunteers and their service?

PROJECT MANAGEMENT CHECKLIST

Worried at the last minute? No problem! If you've planned your project thoroughly and you're prepared to handle the logistics of the day, you shouldn't have any trouble. Here's a quick checklist to help you think through the project details and your role as the project manager.

Project Preparation

- _____ Arrive early.
- _____ Verify that all materials are ready and tasks are assigned.
- _____ Organize tools and materials in the space where they will be used.
- _____ Set up stations for registration, water, first aid, etc.
- _____ Verify that facilities are open and available (restrooms, electricity, etc.).
- _____ Set out trash containers for easy access throughout the site.
- _____ Hang project signage.
- _____ Secure on-site storage, if necessary.
- _____ Verify safety procedures, contingency plans, emergency call list, and other project details.

Volunteer Registration

- _____ Welcome and register all volunteers.
- _____ Have volunteers sign waiver of liability and/or photo release, if necessary.
- _____ Distribute name tags for all volunteers and staff.
- _____ Distribute project T-shirts, if necessary.
- _____ Offer brochures about your program or flyers about future volunteer opportunities.

Volunteer Orientation

- _____ Gather all volunteers together for welcome and orientation.
- _____ Thank volunteers.
- _____ Present brief overview of the program, the project, and the community issue you are addressing.
- _____ Be sure to discuss the impact the project can have on the community.
- _____ Review the schedule for the day.
- _____ Motivate volunteers through a group cheer or other activity.
- _____ Discuss safety procedures and other important details for the day.
- _____ Divide volunteers into task groups, with a task leader for each.

PROJECT MANAGEMENT CHECKLIST, Cont.

During the Project

- _____ Motivate and encourage volunteers. Thank them for their service.
- _____ Manage the volunteers' time for effective service. Make sure each person has a task to complete.
- _____ Prioritize tasks; complete the most important jobs first.
- _____ At the half-way point, ask volunteers if there is too much or not enough to do.
- _____ Have back-up projects available for extra work.
- _____ Monitor safety.
- _____ Be available/accessible for answering questions and troubleshooting.
- _____ Encourage all volunteers and staff to have fun!

Project Closure

- _____ Clean up.
- _____ Conduct a final walk-through of the service site, checking that all tasks have been completed, trash disposed of, and tools/materials put away.
- _____ Gather volunteers together and review the accomplishments of the day.
- _____ Facilitate a reflection activity.
- _____ Solicit feedback through a formal or informal evaluation.
- _____ Thank volunteers and tell them of future service opportunities.