



2021 Volunteer Roles Human Resources & Volunteer Program Department

COVID-19 Safety Precautions:

Due to ongoing COVID-19 restrictions, volunteer opportunities are limited and more information will be posted throughout the 2021 season.

Please note that while Governor Sununu's statewide mask mandate has expired, the City of Portsmouth's Mask Mandate is in effect through June 30, 2021. Additionally, Strawberry Banke Museum requires that all visitors and Museum staff abide by the [Museum's COVID-19 precautions](#) including that all are required to keep a safe distance of at least 6 feet between households at all times and wear a mask covering over mouth and nose. Thank you for your understanding and for helping to keep other volunteers, visitors, and Museum staff safe.

1. Prospective Volunteer Coordinator

Position Overview:

This Prospective Volunteer Coordinator is a leadership opportunity to work closely with 2 other volunteers (Existing Volunteer Engagement Coordinator, and Volunteer Newsletter Coordinator), and alongside the Director of Human Resources/Volunteer Manager. Together these 4 positions will form a Volunteer Communications sub-committee as part of the larger High Impact Volunteer Engagement (HIVE) team.

Key Responsibilities:

- Assist the Volunteer Manager with outreach to new volunteer inquiries, reviewing new volunteer applications, sending a welcome email to all new volunteers and/or assisting with initial phone calls to people who reach out to learn more about volunteer opportunities;
- Coordinate the dissemination of volunteer materials (e.g., links to the online volunteer application form, general SBM information), and information/dates regarding the Volunteer Orientation program (once developed);
- Meet in person with prospective volunteers who would like to learn more about what it's like to volunteer at SBM;
- Develop new strategies for recruitment of new volunteers.

Initial Impact:

A systematized and timely communication strategy for prospective volunteers, together with new creative recruitment practices will create a significant impact on SBM in the immediate future. For example:

- New volunteers will have an increased level of engagement with and respect for the organization when they receive a timely reply to their inquiries/applications;
- New and existing volunteers will have a consistent level of knowledge of the various volunteer opportunities available at the museum and will be able to identify opportunities that are the best fit for their skills and interests;
- Volunteers will have increased knowledge of how their prospective role will fit into the work conducted by staff members.
- Volunteers will more closely see why volunteers are needed and integral to the success of the organization, leading to increased yield of prospective to active volunteers;
- The museum will have more information to send for recruitment efforts, and an increased base of skilled volunteers to meet the museum's volunteer needs;
- The museum will have a consistent group of volunteers who sign up to attend the soon to be developed Volunteer Orientation sessions;
- Increased volunteer satisfaction with their first impression of the SBM volunteer program.

Sustained Outcomes:

Prospective volunteer outreach will create a lasting impact as a result of this volunteer's work. For example:

- Relationships with volunteers will be developed from episodic and transactional (e.g., volunteering one time for one shift at an event) to fully engaged throughout the year in meaningful and ongoing ways.
- Volunteers will serve as museum ambassadors who elevate SBM's reputation in the community.
- SBM will see an increased number of volunteers who choose to become Members and Donors.
- Staff members will be able to spend more time on the jobs they've been hired for and rely on highly skilled and dedicated volunteers, thus leading to more engaged, satisfied, productive and efficient employees, therefore having a positive impact on the bottom line of this nonprofit organization.

Training & Support:

SBM values ongoing opportunities for training and professional development. We are dedicated to ensuring our volunteers have the tools to be successful, including opportunities to gain new skills.

For example:

- Detailed training will be provided on the Raiser's Edge database;
- Attend workshops (in-person and/or webinars) offered through the HIVE Program and other trainings offered by organizations such as the NH Center for Nonprofits, Volunteer New Hampshire, and Granite State Ambassadors.

- Attend planning and training meetings with SBM staff and other volunteers as part of the HIVE team.
- Access to webinars, articles, slideshows, and other resources.

Strawbery Banke Museum is committed to supporting this volunteer role through:

- Regular meetings with the Director of Human Resources/Volunteer Manager (bi-weekly or monthly depending on the volunteer's schedule).
- Attend monthly HIVE team meetings as volunteer's schedule allows.
- Frequent email communication with HIVE team.

Commitment (Length, frequency, and amount of time; location):

This position is expected to be an ongoing opportunity with a flexible total time commitment, approximately a few hours per week or 15 hours per month. The project will require more hours at the beginning of the calendar year while the communication materials and system is initially being created. Hours can phase out later in the year, depending on the volunteer's schedule. The volunteer will be encouraged to advise on the number of hours they are able to commit.

Communication to prospective volunteers can be done primarily anytime that works for the volunteer's schedule, as most work can be done remotely, with the exception of in-person meetings. However, this volunteer is always welcome to work in the SBM Administrative Offices using the volunteer laptop and telephone anytime Monday – Friday between the hours of 9:00am-4:30pm.

Skills and Qualifications:

- Excellent written and oral communication skills required.
- Interest in engaging prospective volunteers in conversations, either over the phone or in person, to share more information about volunteering at SBM.
- Proficient in Gmail and/or Outlook, Word, PowerPoint, and Publisher.
- Willingness to learn and be part of a team.

Benefits:

- Opportunity to meet new people, make a significant difference at a nonprofit organization, and be part of a collaborative team at SBM including Directors from various departments and the President/CEO; professional references gladly provided upon request.
- Connect with contacts at other local organizations.
- Learn new skills through training opportunities.
- Receive complimentary SBM Membership based on total number of hours volunteered annually.
- Attend annual Volunteer Appreciation Party (May).

2. Volunteer Database Coordinator

Position Overview:

This Volunteer Database Coordinator works closely with the Director of Human Resources/Volunteer Manager and is responsible for maintaining accurate records of volunteer hours and contact information, which is integral for successfully meeting the volunteer communication and reporting needs.

Key Responsibilities:

- Input monthly all volunteer hours into the electronic database;
- Develop an electronic option for volunteers to submit hours;
- Input new volunteers' contact information and update exiting volunteers' contact information as needed;
- Run reports of cumulative volunteer hours;
- This position will include training opportunities in the Raiser's Edge database, and due to the sensitive information saved in the database, requires strict confidentiality.

Initial Impact:

Maintaining accurate records of volunteer hours and contact information creates a significant impact on SBM in the immediate future. For example:

- Ensuring accurate contact information ensures all prospective and active volunteers receive important information about volunteer opportunities and appreciation activities throughout the year. This will also ensure the museum will have a consistent group of volunteers who sign up to attend the soon to be developed Volunteer Orientation & Enrichment sessions.
- Active volunteer hours are recorded and used for a wide variety of reporting needs, including annual reports to the Board of Trustees, to Professional Associations such as the New England Museum Association (NEMA), for recognizing volunteers at the annual Volunteer Appreciation Dinner, and for the future development of the tiered incentive system, which will be based on the total number of annual hours that each volunteer works;
- This tiered incentive system will help volunteers feel valued and integral to the success of the organization, leading to an increase of both intrinsic and extrinsic motivation among volunteers. These factors will then lead to an increased yield of returning volunteers, and increased number of individuals' annual active volunteer hours;
- Increased volunteer satisfaction with the SBM volunteer program.

Sustained Outcomes:

Maintaining accurate records of volunteer hours and contact information creates a lasting impact as a result of this volunteer's work. For example:

- Relationships with volunteers will be developed from episodic and transactional (e.g., volunteering one time for one shift at an event) to fully engaged throughout the year in meaningful and ongoing ways.
- Volunteers will serve as museum ambassadors who elevate SBM's reputation in the community.
- SBM will see an increased number of volunteers who choose to become Members and Donors.
- Staff members will be able to spend more time on the jobs they've been hired for and rely on highly skilled and dedicated volunteers, thus leading to more engaged, satisfied, productive and efficient employees, therefore having a positive impact on the bottom line of this nonprofit organization.

Training & Support:

SBM values ongoing opportunities for training and professional development. We are dedicated to ensuring our volunteers have the tools to be successful, including opportunities to gain new skills.

For example:

- Detailed training will be provided on the Raiser's Edge database;
- Attend workshops (in-person and/or webinars) offered through the HIVE Program and other trainings offered by organizations such as the NH Center for Nonprofits, Volunteer New Hampshire, and Granite State Ambassadors.
- Attend planning and training meetings with SBM staff and other volunteers as part of the HIVE team.
- Access to webinars, articles, slideshows, and other resources.

Strawbery Banke Museum is committed to supporting this volunteer role through:

- Regular meetings with the Director of Human Resources/Volunteer Manager (bi-weekly or monthly depending on the volunteer's schedule).
- Attend monthly HIVE team meetings as volunteer's schedule allows.
- Frequent email communication with HIVE team.

Commitment (Length, frequency, and amount of time; location):

This position is expected to be an ongoing opportunity with a flexible

total time commitment, approximately a few hours per week or 15 hours per month. Due to the nature of the work, this position will require the volunteer to utilize the volunteer laptop located in the SBM Administrative Offices anytime Monday – Friday between the hours of 9:00am-

4:30pm.

Skills and Qualifications:

- Due to the sensitive information saved in the database, this position requires strict confidentiality and will be expected to sign a confidentiality agreement.
- Database experience required; experience with Raiser's Edge preferred.
- Excellent written and oral communication skills required.
- Proficient in Gmail and/or Outlook, Word, PowerPoint, and Publisher.
- Willingness to learn and be part of a team.

Benefits:

- Opportunity to meet new people, make a significant difference at a nonprofit organization, and be part of a collaborative team at SBM including Directors from various departments and the President/CEO; professional references gladly provided upon request.
- Connect with contacts at other local organizations.
- Learn new skills through training opportunities.
- Receive complimentary SBM Membership based on total number of hours volunteered annually.
- Attend annual Volunteer Appreciation Party (May).

3. Volunteer Engagement Coordinator

Position Overview:

This Volunteer Engagement Coordinator is a volunteer leadership opportunity to work closely with 2 other volunteers (Prospective Volunteer Coordinator, and Volunteer Newsletter Coordinator), and alongside the Director of Human Resources/Volunteer Manager. Together these 4 positions will form a Volunteer Communications sub-committee as part of the larger High Impact Volunteer Engagement (HIVE) team.

Key Responsibilities:

- Develop strategies for volunteer retention, including a new tiered incentive structure for volunteers based on number of volunteer hours/week, and a new volunteer referral incentive system.
- Create a survey to be sent out to all existing volunteers in an effort to collect feedback about what is working well, and what areas of the volunteer experience could be improved upon. This survey will serve as baseline data for the volunteer program pre-orientation, and can be used as a point of comparison post-orientation as a measurement of the program's success.
- Assist the Volunteer Manager with the planning and coordination of various opportunities for volunteer socializing and appreciation initiative, including the annual Volunteer Appreciation event in May.

Initial Impact:

Systematized strategies for engaging existing volunteers will create a significant impact on SBM in the immediate future. For example:

- Existing volunteers will have an increased level of engagement with and respect for the organization when they see that meaningful efforts are being prioritized around their volunteer work;
- Existing volunteers will have an increased level of knowledge of the various volunteer opportunities available at the museum and will be able to identify potential new opportunities that are the best fit for their skills and interests;
- Volunteers will have increased knowledge of how their role fits into the work conducted by staff members.
- Volunteers will more closely see why volunteers are integral to the success of the organization, leading to increased yield of returning volunteers and an increased number of individuals' annual active volunteer hours;
- The museum will have a consistent group of volunteers who sign up to attend the soon to be developed Volunteer Orientation & Enrichment sessions.
- Increased volunteer satisfaction with the SBM volunteer program.

Sustained Outcomes:

Increasing intentional efforts to engage existing volunteers will create a lasting impact as a result of this volunteer's work. For example:

- Relationships with volunteers will be developed from episodic and transactional (e.g., volunteering one time for one shift at an event) to fully engaged throughout the year in meaningful and ongoing ways.
- Volunteers will serve as museum ambassadors who elevate SBM's reputation in the community.
- SBM will see an increased number of volunteers who choose to become Members and Donors.
- Staff members will be able to spend more time on the jobs they've been hired for and rely on highly skilled and dedicated volunteers, thus leading to more engaged, satisfied, productive and efficient employees, therefore having a positive impact on the bottom line of this nonprofit organization.

Training & Support:

SBM values ongoing opportunities for training and professional development. We are dedicated to ensuring our volunteers have the tools to be successful, including opportunities to gain new skills.

For example:

- Detailed training will be provided on the Raiser's Edge database;
- Attend workshops (in-person and/or webinars) offered through the HIVE Program and other trainings offered by organizations such as the NH Center for Nonprofits, Volunteer New Hampshire, and Granite State Ambassadors.
- Attend planning and training meetings with SBM staff and other volunteers as part of the HIVE team.
- Access to webinars, articles, slideshows, and other resources.

Strawbery Banke Museum is committed to supporting this volunteer role through:

- Regular meetings with the Director of Human Resources/Volunteer Manager (bi-weekly or monthly depending on the volunteer's schedule).
- Attend monthly HIVE team meetings as volunteer's schedule allows.
- Frequent email communication with HIVE team.

Commitment (Length, frequency, and amount of time; location):

This position is expected to be an ongoing opportunity with a flexible

total time commitment, approximately a few hours per week or 15 hours per month. The project will require more hours at the beginning of the calendar year while the engagement strategies and baseline survey are initially being created. Hours can phase out later in the year, depending

on the volunteer's schedule. The volunteer will be encouraged to advise on the number of hours they are able to commit.

Much of this work can be done remotely, anytime that works for the volunteer's schedule, with the exception of in-person meetings. However, this volunteer is always welcome to work in the SBM Administrative Offices using the volunteer laptop and telephone anytime Monday – Friday between the hours of 9:00am-4:30pm.

Skills and Qualifications:

- Excellent written and oral communication skills required.
- Proficient in Gmail and/or Outlook, Word, PowerPoint, and Publisher.
- Experience creating online surveys and exporting survey data preferred.
- Interest in coordinating appreciation events.
- Willingness to learn and be part of a team.

Benefits:

- Opportunity to meet new people, make a significant difference at a nonprofit organization, and be part of a collaborative team at SBM including Directors from various departments and the President/CEO; professional references gladly provided upon request.
- Connect with contacts at other local organizations.
- Learn new skills through training opportunities.
- Receive complimentary SBM Membership based on total number of hours volunteered annually.
- Attend annual Volunteer Appreciation Party (May).

4. Volunteer Newsletter Coordinator

Position Overview:

This Volunteer Newsletter Coordinator is a leadership opportunity to work closely with 2 other volunteers (Prospective Volunteer Coordinator, and Existing Volunteer Engagement Coordinator), and alongside the Director of Human Resources/Volunteer Manager. Together these 4 positions will form a Volunteer Communications sub-committee as part of the larger High Impact Volunteer Engagement (HIVE) team.

Key Responsibilities:

- Assist the Volunteer Manager with designing and creating the quarterly volunteer electronic newsletter.
- This position can be tailored to the volunteer's interests and abilities, and include responsibilities such as:
 - Suggest topics for the newsletter;
 - Interview volunteers and write short columns such as a "Volunteer Spotlight";
 - Take photos of volunteers working in various roles;
 - Format the information using Microsoft Publisher.

Initial Impact:

The creation of an engaging and informative e-newsletter sent on a regular basis to all volunteers will create a significant impact on SBM in the immediate future. For example:

- The museum will have a platform to promote both volunteer opportunities as well as the soon to be developed Volunteer Orientation & Enrichment sessions;
- Increased volunteer satisfaction with the SBM volunteer program when they read the topics highlighted in the newsletter such as:
 - recognition for their hard work on projects or during events;
 - descriptions of new upcoming volunteer opportunities;
 - or they are inspired by the success stories of other existing volunteers
- New and existing volunteers will have an increased level of knowledge of the various volunteer opportunities available at the museum and will be able to identify potential new opportunities that are the best fit for their skills and interests;
- Volunteers will have increased knowledge of how their role fits into the work conducted by other volunteers as well as the employees;
- Volunteers will more closely see why volunteers are integral to the success of the organization, leading to increased yield of returning volunteers and an increased number of individuals' annual active volunteer hours.

Sustained Outcomes:

Increasing intentional efforts to engage new and existing volunteers will create a lasting impact as a result of this volunteer's work. For example:

- Relationships with volunteers will be developed from episodic and transactional (e.g., volunteering one time for one shift at an event) to fully engaged throughout the year in meaningful and ongoing ways.
- Volunteers will serve as museum ambassadors who elevate SBM's reputation in the community.
- SBM will see an increased number of volunteers who choose to become Members and Donors.

Staff members will be able to spend more time on the jobs they've been hired for and rely on highly skilled and dedicated volunteers, thus leading to more engaged, satisfied, productive and efficient employees, therefore having a positive impact on the bottom line of this nonprofit organization.

Training & Support:

SBM values ongoing opportunities for training and professional development. We are dedicated to ensuring our volunteers have the tools to be successful, including opportunities to gain new skills. For example:

- Attend workshops (in-person and/or webinars) offered through the HIVE Program and other trainings offered by organizations such as the NH Center for Nonprofits, Volunteer New Hampshire, and Granite State Ambassadors.
- Attend planning and training meetings with SBM staff and other volunteers as part of the HIVE team.
- Access to webinars, articles, slideshows, and other resources.

SBM is committed to supporting this volunteer role through:

- Regular meetings with the Director of Human Resources/Volunteer Manager (bi-weekly or monthly depending on the volunteer's schedule).
- Attend monthly HIVE team meetings as volunteer's schedule allows.
- Frequent email communication with HIVE team.

Commitment (Length, frequency, and amount of time; location):

This position is expected to be an ongoing opportunity with a flexible total time commitment, approximately a few hours per week or 15 hours per month. The project will require more hours at the beginning of the calendar year during the initial design of the e-newsletter format. Hours can phase out later in the year, depending on the volunteer's schedule. The volunteer will be encouraged to develop the schedule based on the number of hours they are able to commit.

Much of this work can be done remotely, anytime that works for the volunteer's schedule, with the exception of in-person meetings, in-person interviews with volunteers, and taking photos of

volunteers in action. However, this volunteer is always welcome to work in the SBM Administrative Offices using the volunteer laptop, software, and telephone anytime Monday – Friday between the hours of 9:00am-4:30pm.

Skills and Qualifications:

- Proficient in Gmail and/or Outlook, Word, PowerPoint, and Publisher.
- Experience with the design and creation of e-newsletters preferred.
- Excellent written and oral communication skills required.
- Willingness to learn and be part of a team.

Benefits:

- Opportunity to meet new people, make a significant difference at a nonprofit organization, and be part of a collaborative team at SBM including Directors from various departments and the President/CEO; professional references gladly provided upon request.
- Connect with contacts at other local organizations.
- Learn new skills through training opportunities.
- Receive complimentary SBM Membership based on total number of hours volunteered annually.
- Attend annual Volunteer Appreciation Party (May).

5. Volunteer Orientation and Engagement Program Facilitator

Position Overview:

This is a volunteer leadership opportunity to be part of the High Impact Volunteer Engagement (HIVE) team and to work closely with the Director of Human Resources/Volunteer Manager on the creation of a new Volunteer Orientation and Engagement Program, including assisting with the facilitation of the sessions for new and existing volunteers.

Key Responsibilities:

- Conduct benchmarking and best practices research in volunteer engagement and brainstorm processes that would be helpful to implement at SBM;
- Identify information that should be included in the agenda for a volunteer orientation program, and how we might implement this program most successfully for both new and existing volunteers;
- Collaborate with SBM staff and other volunteers to develop the Volunteer Orientation and Engagement program;
- Assist staff with the periodic facilitation of the Volunteer Orientation & Enrichment Sessions for new and existing volunteers.

Initial Impact:

The creation of an engaging and informative Volunteer Orientation and Engagement Program that's offered to both new and existing volunteers on a regular basis will create a significant impact on SBM in the immediate future. For example:

- New and returning volunteers will have an increased and consistent level of knowledge of the museum and connection to the mission and scope of the organization's work.
- Volunteers will have increased knowledge of how their role fits into the work conducted by other volunteers as well as the SBM employees;
- New and existing volunteers will have an increased level of knowledge of the various volunteer opportunities available at the museum and will be able to identify potential new opportunities that are the best fit for their skills and interests;
- Volunteers will more closely see why volunteers are integral to the success of the organization, leading to increased yield of returning volunteers and an increased number of individuals' annual active volunteer hours.

Sustained Outcomes:

Increasing intentional efforts to engage new and existing volunteers will create a lasting impact as a result of this volunteer's work. For example:

- Relationships with volunteers will be developed from episodic and transactional (e.g., volunteering one time for one shift at an event) to fully engaged throughout the year in meaningful and ongoing ways.
- Volunteers will serve as museum ambassadors who elevate SBM's reputation in the community.
- SBM will see an increased number of volunteers who choose to become Members and Donors.
- Staff members will be able to spend more time on the jobs they've been hired for and rely on highly skilled and dedicated volunteers, thus leading to more engaged, satisfied, productive and efficient employees, therefore having a positive impact on the bottom line of this nonprofit organization.

Training & Support:

SBM values ongoing opportunities for training and professional development. We are dedicated to ensuring our volunteers have the tools to be successful, including opportunities to gain new skills. For example:

- Attend workshops (in-person and/or webinars) offered through the HIVE Program and other trainings offered by organizations such as the NH Center for Nonprofits, Volunteer New Hampshire, and Granite State Ambassadors.
- Attend planning and training meetings with SBM staff and other volunteers as part of the HIVE team.
- Access to webinars, articles, slideshows, and other resources.

Strawbery Banke Museum is committed to supporting this volunteer role through:

- Regular meetings with the Director of Human Resources/Volunteer Manager (bi-weekly or monthly depending on the volunteer's schedule).
- Attend monthly HIVE team meetings as volunteer's schedule allows.
- Frequent email communication with HIVE team.

Commitment (Length, frequency, and amount of time; location):

This position is expected to be an ongoing opportunity with a flexible total time commitment, approximately a few hours per week or 15 hours per month. The project will require more hours at the beginning of the calendar year during the initial design of the orientation program. Hours can phase out later in the year, depending on the volunteer's schedule. The volunteer will be encouraged to advise on the number of hours they are able to commit.

Much of the initial work can be done remotely, anytime that works for the volunteer's schedule, with the exception of in-person meetings. However, this volunteer is always welcome to work in the SBM Administrative Offices using the volunteer laptop, software, and telephone anytime Monday – Friday between the hours of 9:00am-4:30pm.

The ideal volunteer would be willing to help facilitate the Orientation Sessions, so that new and existing volunteers can hear directly from a volunteer leader at the organization.

Skills and Qualifications:

- Experience with presentations, teaching, or facilitating workshops/training sessions.
- Proficient in Gmail and/or Outlook, Word, PowerPoint, and Publisher.
- Experience as a SBM volunteer preferred, and knowledge of the museum.
- Excellent written and oral communication skills required.
- Willingness to learn and be part of a team.

Benefits:

- Opportunity to meet new people, make a significant difference at a nonprofit organization, and be part of a collaborative team at SBM including Directors from various departments and the President/CEO; professional references gladly provided upon request.
- Connect with contacts at other local organizations.
- Learn new skills through training opportunities.
- Receive complimentary SBM Membership based on total number of hours volunteered annually.
- Attend annual Volunteer Appreciation Party (May).