



VOLUNTEER REFERRAL INCENTIVE PROGRAM

POLICY:

- The Volunteer Referral Incentive program is a formal referral program for current Village volunteers and members to earn rewards for recruiting a new volunteer(s) that completes the volunteer application and orientation process, and provides a minimum of 5 hours of services within their first 60 days as a volunteer.

PROCEDURE:

1. Recruitment Process

- All current volunteers and members are informed of the Volunteer Referral Incentive Program, and the policy and process through a variety of written and electronic communication methods.
- Current volunteers and members of Village Volunteers are encouraged to talk to family, friends, and acquaintances about Village Volunteers' mission, and the benefits and opportunities of volunteering with the organization.
- Recruitment materials, e.g. referral card or form, flyer, social media posts, and "elevator speech", will be available for current volunteers and members to utilize to recruit new volunteers. The various materials can be used to speak to individuals, post on social media, and give to individuals to apply as a volunteer.
- The Member Services Manager is the designated responsible owner for the Volunteer Referral Incentive program.

2. Volunteer Application Process

- Identification of the referring Village Volunteers volunteer or member for the referral reward can be done in multiple forms:
 1. Village Volunteer business card with Referring volunteer or member named on the back of it
 2. Volunteer Referral form
 3. Village Volunteers' volunteer application form (online or paper document)
 4. Verbally during the potential volunteer's interview or orientation

- 5. Verbal or written communication from referring volunteer or member to the Village Office
- The referred volunteer must complete orientation and actively participate in the Village Volunteers' direct services and/or non-direct services.

3. Tracking of Referral Process

- The Member Services Manager will utilize our electronic management system to record and track the referral initiative process for each referred volunteer by a Village volunteer or member.
- The Member Services Manager will track and verify the new volunteer's completion of 5 hours during their first 60 days as a volunteer.

4. Awarding of Reward to Referring Volunteer:

- Upon verification of all the completed criteria for the Volunteer Referral Incentive program, the Member Services Manager will contact the referring volunteer or member to confirm the referral incentive process has been successfully completed by the volunteer they had referred.
- The awarding of the gift card reward to the referring volunteer or member will be conducted during a personal meeting with the Member Services Manager.
- A photo of the awarding of the reward can be taken at the time of the awarding.