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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	The VOLUNTEER MANAGEMENT HANDBOOK; Contents; Preface; PART I: VOLUNTEER RESOURCE PROGRAM ASSESSMENT, ANALYSIS, AND PLANNING; CHAPTER 1: Volunteer Models and Management; CHAPTER 2: Volunteer Demographics; CHAPTER 3: Preparing the Organization for Volunteers; DIGITAL A: Volunteer Management of Governance Volunteers; CHAPTER 4: Shaping an Organizational Culture of Employee and Volunteer Commitment; DIGITAL B: Understanding the Changing Organization as a Primary Context for Volunteering DIGITAL C: Organizational and Programmatic Benefits from Adversity: Comprehending the Centrality of the Role of Adverse Experiences in and on the NPO and Its Programs OPERATIONAL ASSESSMENT AND PLANNING; CHAPTER 5: Maximizing Volunteer Engagement; CHAPTER 6: Assessment, Planning, and Staffing Analysis; CHAPTER 7: Policy Development for Volunteer Involvement; DIGITAL D: Options for Volunteer Involvement; DIGITAL E: Managing Voluntourism; PART II STRATEGIC DEPLOYMENT AND IMPLEMENTATION CHAPTER 8: The Latest Approach to Volunteer Recruitment: Competency-Competence Pathways and Volunteer Resource Management Systems DIGITAL F: Marketing Volunteerism for

Specialized Cohorts; CHAPTER 9: Orientation: Welcoming New Volunteers into the Organization; TRAINING; CHAPTER 10: Training Volunteers; CHAPTER 11: Volunteer and Staff Relations; CHAPTER 12: Communicating with Volunteers and Staff; DIGITAL G: Social Media and Volunteer Programs; PROGRAM MANAGEMENT; CHAPTER 13: Volunteer Performance Management: The Impact Wheel; DIGITAL H: Effective Leadership and Decision-Making
CHAPTER 14: Risk Management in Volunteer Involvement DIGITAL I: Information System Tools for Volunteer Management; DIGITAL J: Executive and Managerial Coaching in Nonprofits: Critical Leadership Development; PART III: RESULTS AND EVALUATION; CHAPTER 15: Evaluating the Volunteer Program: Contexts and Models; CHAPTER 16: Evaluating Impact of Volunteer Programs; PART IV: APPLIED MANAGEMENT PRACTICE; DIGITAL K: Mission Fulfillment (Even During Challenging Times); DIGITAL L: Ethics: Professional Ethics for Volunteers; DIGITAL M: Professionalism and Credentialing in the Field of Volunteer Management
DIGITAL N: Advocacy in Volunteer Management DIGITAL O: National, State, and Local Community Programs for Volunteer Resource Managers; DIGITAL P: Volunteer Management: Hospice Organizations; DIGITAL Q: Volunteer Resource Management in Local Development Organizations: An International Perspective (Portugal); DIGITAL R: International Volunteer Management; About the Editor; About the Contributors; Index

Sommario/riassunto

Completely revised and expanded, the ultimate guide to starting-and keeping-an active and effective volunteer program Drawing on the experience and expertise of recognized authorities on nonprofit organizations, The Volunteer Management Handbook, Second Edition is the only guide you need for establishing and maintaining an active and effective volunteer program. Written by nonprofit leader Tracy Connors, this handy reference offers practical guidance on such essential issues as motivating people to volunteer their time and services, recruitment, and more. Up-to-date and practice
