

# VILLAGE OPERATIONS AND SUPPORT TEAMS

The success of Village Without Walls depends on the active involvement of volunteers who want to support and grow our organization. The following are examples of roles and tasks needed to keep the Village running smoothly.

## **Administration and Finance:**

- Responsible for tracking all stages of business operations—financial reports, revenues/expense budgeting, human resources, office space and staffing, fiscal sponsorship
- Utilize application programs that facilitate all these project management functions
- Foster leadership and organizational development

## **Office/Services:**

- Coordinate mailings
- Perform administrative tasks
- Send cards to donors, members, and volunteers
- Maintain and update vendor services lists

## **Communications, Marketing and Technology:**

- Support work of all teams with print, email, newsletter, handouts, flyer distribution, and generating ideas for our website and social media
- Form relationships with local media and contribute news releases
- Target messages to specific populations
- Update and maintain website, Village database and social media sites
- Send email communications
- Produce monthly newsletter and activity calendar
- Train volunteers and members on Village database
- Plan marketing efforts
- Provide marketing content for website, print and email

## **Community Outreach Team:**

- Schedule and conduct Village information sessions
- Plan community outreach efforts
- Dispatch volunteers to outreach events
- Attend civic and local business events
- Research and track potential strategic partners
- Network with community resource providers and learn how to coordinate services for our members
- Educate volunteers and members on strategic partner service resources and facilitate use

**Volunteers:**

- Identify, recruit, and train for volunteers
- Attend Village Information meetings to connect with potential volunteers.
- Present basic Volunteer Training with the Volunteer Training Manual
- Facilitate groups who provide specific member services to meet and collaborate as often as needed (e.g. transportation, tech support, in-home assistance, shopping, gardening, and advocates for medical visits)
- Track volunteer time and receive and evaluate feedback
- Show appreciation for volunteer efforts
- Support Member Services team

**Member Services (Schedulers):**

- Monitor daily service requests from members
- Enter member service requests in Village database
- Monitor Village email and phone calls and distribute this information appropriately

**Direct Member Service Volunteers:**

- Provide transportation and other volunteer services to members

**Membership:**

- Develop and implement plan for member recruitment, including special sign-up events
- Create and revise forms and processes for recruiting and renewing members
- Evaluate member satisfaction (keep in touch by phone, in person and with surveys)
- Attend Village Information meetings to connect with potential members
- Conduct home visits
- Manage member renewals

**Activities and Events:**

- Poll members for activity interests
- Plan educational, social, cultural and fitness activities
- Help plan annual volunteer and member events
- When possible, negotiate and secure discount contracts with vendors and strategic partners.

**Fundraising (Resource Development):**

- Develop and implement resource development plan
- Poll Villagers for possible business supporters, influential friends and potential donors.
- Identify funding sources
- Network with local community organizations to identify potential donors and sponsors
- Research grant proposal opportunities and application deadlines; then draft proposals and fundraising letters