Six Major Tasks for Volunteer Success

Volunteers are the heart of successful district operation. Voluntarism is the heart of successful Scouting. Commissioners are volunteers who reach beyond their paid employment to help units provide a better program for youth.

Commissioners contribute their time, talent, and money in ways that are beneficial to Scouting, as well as, satisfying to themselves. Council Commissioners and professional staff strengthen commissioner operation by carrying out six major tasks.

1. DEFINE RESPONSIBILITIES

Commissioner must know what is expected of them to be successful. Carefully define, in writing, the responsibilities for each position.

2. SELECT AND RECRUIT

Fit the right person to the job. Consider each prospect's skills, interest and other relevant factors. Consider the variety of motivating factors for people to get involved in Scouting.

3. ORIENT AND TRAIN

Provide each person with prompt orientation on their assignment and adequate training to be successful.

4. COACH VOLUNTEERS

Provide ongoing coaching as needed. Build commissioners' confidence and self-esteem. Help them make the best of their volunteers' time. Coaching should be provided by the appropriate administrative Commissioner or professional.

5. RECOGNIZE ACHIEVEMENT

Prompt volunteer recognition has an important impact on the tenure and quality of service in the district. Recognition must be sincere, timely, and earned. Use the large variety of formal BSA recognition items, but also be creative with frequent locally devised thank you's. The personal "pat on the back" for a job well done may be even more effective. Recognize Commissioners face-to-face, from a person of status and preferably in the presence of their peers.

6. EVALUATE PERFORMANCE

Help Commissioners to regular evaluate how they're doing. Use the Self-Evaluation Guide for Unit Commissioners. A Self-Evaluation Guide for Successful District Operation, and the "How Will I Know I Did a Good Job?" section in each of the district highlight books.