

2011 TN Conference on Volunteerism and Service-Learning Volunteer Roles and Responsibilities

Conference Material Preparation

Date: February 23, 2011

Time: 12:00pm-2:30pm

Location: Turner Center, Bellevue Family YMCA, 8101 Hwy. 100, Nashville TN 37221

Responsibilities: Volunteers will print and collate handouts to put in conference folders, put conference stickers on conference folders, stuff conference folders, prepare conference name tags, print/copy conference materials such as: evaluation forms, registration spreadsheet, volunteer spreadsheet, signs, etc.

Hotel/Lobby Set-Up

Date: Feb 28, 2011

Time: 6:00am

Volunteers will be available to set up conference including: set up LCD, screens and flip chart stands in training rooms, help hang conference signs, set up registration, arrange tables if needed, etc.

Registration Table

Date: Feb 28-Mar 1

Time: Varies

Registration Volunteers are responsible for registering participants, directing them to where they need to be at the time, answering conference questions, and helping to monitor The Commons Area. It would be helpful to review the hotel layout and conference agenda. The registration table will also have a walkie talkie to contact tech volunteers and conference coordinators for questions. See additional details on registering participants below.

How to register participants:

1. Find their name
2. Check them off if they are a presenter, volunteer, or showcase exhibitor see special instructions below.
3. Hand them a program, conference folder, name tag, and name tag holder.
4. Remind them of the start time of the first plenary session.
5. Tell them about the Commons Area.
6. Check to see if they have paid. If not, ask if they brought payment with them. If they did not, mark that on the sheet—we will invoice them after. If they did, direct them to (someone taking payments). She will take their money and write them a receipt. *If someone shows up and is not registered, let them know that there is no on-site registration (and the conference is totally full.) If there is a problem please find Meredith or Melia.

Registering Showcase Exhibitors:

1. Hand them a showcase ribbon for the name tag, if it has not already been attached.
2. Make sure showcase exhibitors know when/where they can set up and ask them to leave up as long as they can
3. Make sure they get a conference evaluation
4. Remind them that they can set up anytime after 5 pm on Monday night and that their name will be on their exhibit table. They can leave up the exhibits until the conference is over on Tuesday.

Registering Presenters:

1. Hand them a Presenter ribbon for the name tag, if it has not already been attached.

Registering Volunteers:

2. Hand them a Volunteer ribbon for the name tag, if it has not already been attached.
3. Direct them to the Volunteer Registration person, or check the Volunteers master spread sheet to let them know their assignment.

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Volunteer Registration Booth

Date: Feb 28-Mar 1

Time: Feb 28 8:00am-10:00am; Mar 1 7:00am-9:00am

The volunteer registration booth will be available the first two hours of both conference days to direct volunteers to the appropriate places, field questions, and handle other volunteer needs. The volunteer serving in this capacity will need a solid understanding of all volunteer roles, the hotel layout, and conference logistics to respond to volunteer needs as they arise.

Registering Volunteers

1. Hand them a Volunteer ribbon for the name tag, if it has not already been attached.
2. Check the Volunteers master spread sheet to let them know their assignment.

Technical Volunteers

Date: Feb 28-Mar 1

Time: On call both days

Tech volunteers will be on call both days of the conference to respond to technical needs. Technical needs include LCD projector/screen connections to laptops in breakout sessions, A/V support needs for plenary sessions, service testimonial booth technical issues, etc. Tech volunteers will need to know the hotel tech contact to answer questions. Tech volunteers will also have a walkie talkie to be contacted when needed.

Service Project Volunteers

Date: February 28

Time: 8-10am

On Day 1, the service project volunteers will be responsible for unloading, organizing and setting up the service project for Day 2. Volunteers should be comfortable standing, lifting and walking for the majority of the two hour commitment. Duties may include but are not limited to: Unloading boxes/bags of comfort kit supplies from cars, collecting in-kind donation forms from donor group, bringing boxes to designated area for organization, organizing and setting up items for assembly line process on Day 2, organizing, breaking down, disposing of comfort kit item packaging.

Date: March 1

Time: 9-10:30am; 10:30-12:10am; 2-3:45pm (2 volunteers each shift)

On Day 2, the service project volunteers will be responsible for coordinating and managing service project in conjunction with Service Project Leaders. Volunteers should be comfortable standing for the majority of the two hour commitment. Duties may include but are not limited to: instructing service project group on assembly line process, monitoring assembly line process, organizing completed comfort kit bags and storing in bulk containers, counting number of comfort kits completed, organizing, breaking down, disposing of comfort kit item packaging.

General Needs "Runner"

Volunteer should be able to fill in as needed in other volunteer positions in case a volunteer calls in sick or additional needs arise. This person should be knowledgeable of all Conference locations (workshops, registration booth, volunteer sign-in, plenary sessions, bathrooms, etc.)

Common Area Monitors

Volunteer should be familiar with and be able to direct participants to locations of story booth and legislative education. Should be somewhat knowledgeable of exhibitors, and know time to tell exhibitors to "take down" displays. Offer assistance to exhibitors as needed.

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Room Monitor Volunteers

The Room Monitor serves as the presenter's primary logistical partner to optimize both the presentation and the learning environment. Specific responsibilities/activities include:

Pre-Session

1. Check in at the Volunteer Desk next to the Registration area upon arrival at the conference – pick up materials (if any). Familiarize yourself with the general conference/building layout in case you receive questions from conference participants. For example, where are the restrooms?, etc.
2. Report to the session location at least 10 minutes in advance of the published start time.
3. Introduce self to presenter(s)...verify presenter/session introductory information.
4. Assess environmental conditions (lighting, temperature, audio, seating, etc.) and contact the Registration Desk if there are concerns/needs.
5. Verify that the presenter's tech needs have been met. Contact the Registration Desk if there are concerns.
6. Post or verify the accuracy of the signage outside the location/session.
7. Open the door, serve as greeter for the session participants.
8. Announce the session start time, get participants in and seated, close door, etc.

Session

1. Provide opening greeting to the participants and verify the session/topic, make announcements (including announcement about session evaluations...if provided by staff) and introduce the presenter(s) – be VERY brief
2. Monitor the progress of the session, be available to communicate presenter needs to the Registration Desk (if any), help the presenter pass out/collect materials (if any). Keep track of the session time and alert the presenter when there are 5 minutes remaining in the session
3. Open door(s) at the conclusion of the session, collect evaluations (secure and label them)

Post-Session

1. Assist in (as needed and time allows) clearing the room and picking up leftover materials, etc.
2. Move to next session (if monitoring) or take evaluations to the Registration Desk and check on next assignment