

2009 SMP National Conference
Wednesday, August 19, 2009
8:30 a.m. – 10:00 a.m. / Ensuring Quality SMP Services, Part 1
Introduction: Barbara Dieker

- **Introduction to Linda Graff**

- Ms. Graff is an Author, Trainer, and Consultant with Linda Graff & Associates, Inc.
- Ms. Graff has been in the business of not-for-profit management since 1980. She has delivered workshops and keynote addresses over more than 25 years to tens of thousands of participants throughout North America and the United Kingdom, and more recently into Europe, Asia, New Zealand and Australia.
- Ms. Graff has produced more than a dozen books and audio resources, and countless manuals and articles in the field of volunteer program management.
- Ms. Graff earned undergraduate and graduate degrees from McMaster University. In 1989, after nearly 10 years as the Director of the Volunteer Centre in Hamilton, Ontario, Canada, she established her management consulting firm, LINDA GRAFF AND ASSOCIATES INC., located in Dundas, Ontario. Along with her associates, she works exclusively with nonprofit organizations and public agencies. She currently divides her time among research, writing, and consulting projects, and the delivery of workshops around the world.
- Ms. Graff currently focuses her keynote and workshop presentations on new trends and advanced topics in volunteerism, and in particular, on the “tough” areas of policy development, risk management, screening and discipline and dismissal. Well-known for her innovative thinking and large-picture vision, she is one of Canada’s foremost authorities on volunteerism, and is internationally recognized as the expert on volunteer involvement and risk management.
- We learned about Ms. Graff through her presentation at the national SHIP conference and also through her work with the Washington SMP, which contracted with her to help develop their volunteer program.

- **Introduction to Risk Management**

- Our conversations with Linda started with volunteer training and certification.
- Initial discussions with Linda made us realize:
 - A successful volunteer program goes beyond ‘just training’.
 - There are a variety of factors involved in quality, effective, overall management of volunteers.

- Risk management is one area that needs to be addressed, but we can't have risk management in a vacuum.
- In order to address risk, all aspects of volunteer program management need to be considered.
- Linda will share information with you which will provide a foundation of volunteer programs today, as well as the overall way that all of these factors are connected – what she calls the Volunteer Cycle.
- The Volunteer Cycle includes: developing volunteer job descriptions; the recruitment, screening, and placement process; training, and more.
- You will learn the importance of understanding how all of these elements are connected, and that all areas must be addressed in order to improve our programs and identify and reduce the risks involved.