



Yale Alumni

Yale Day of Service CLUB and SITE COORDINATOR DUTIES

Thank you for your interest in being part of the Yale Day of Service! The success of your local Yale Day of Service program will depend on many factors, but having a local volunteer who is willing to take on a leadership role is perhaps the most critical. Following is a general overview of the tasks involved in managing the Yale Day of Service in your community.

1. INVESTIGATE POSSIBLE SERVICE SITES.

Talk to members of your Yale Club Board and/or to other Yale alumni in your area to solicit ideas for local nonprofits that might be good fit for a Yale Day of Service activity. Working with a committee or other group of interested alumni as you plan the Day of Service may be helpful when considering the options for service sites. Engaging committee members also helps create a broader sense of ownership for the activities of the day.

Your regional director also has information on the kinds of sites you might think about. Items to consider:

- **Location.** Is the site easy to get to; will volunteers need a car or can they use public transportation; will you be able to recruit enough volunteers to complete the project?
- **Age Appropriateness.** There is great interest in family friendly sites so ask about age restrictions and other limitations.
- **Service Population.** Who will benefit from the service project.
- **Estimated Enrollment.** Approximately how many volunteers do you expect to participate.
- **Multiple Sites.** If you are considering more than one site for your area, think about including both outdoor/environmental sites as well as sites that offer indoor or seated activities (e.g. tutoring, food pantry, etc.). **If you are registering multiple sites, we strongly suggest that you have a Yale volunteer to serve as the coordinator or host for each site.**
- **Building Community.** Look at sites that accept a minimum of 5 volunteers to promote the opportunity for Yale community among the participants.
- **Alternate Dates.** While we encourage scheduling Yale Day of Service activities for the second Saturday in May, please know that hosting Yale Day of Service activities on other dates due to local conflicts or religious considerations is just fine.

2. SITE SELECTION AND REGISTRATION.

Once you and/or the committee have determined a list of potential sites, contact the sites to inquire about needed volunteers, project details, and date availability. Select the site or sites that best match the criteria determined above and determine the project details including: description, time, location, volunteer capacity, and suggested ages of participants.

Complete the Service Site Registration form at: yaledayofservice.org, and notify your regional director and any other local Yale Club leadership so they are aware of the Yale Day of Service site(s) in their region. Information you submit on the registration form will be available for individual volunteers to enroll themselves and any guests sometime in March. Each service site will have an individual registration link, accessed through yaledayofservice.org.

3. WORKING WITH SERVICE SITES.

Ask the director or staff contact of the service agency to supply the following details for Yale Day of Service volunteers:

- **Project Details.** What is the project, who is it benefitting, what are the tasks, and how can volunteers be most helpful.
- **Project Scope/Commitment.** What is the ideal number of volunteers and amount of time volunteers will spend on the project (can range from 2-4 hours of work to an entire day. What is the minimum/maximum number of volunteers the project can support?
- **Materials.** Determine the materials needed to execute the work, and who will supply them.

It is advisable to do an in-person, on-site run through of the scope of work within one or two weeks of the event. Check to see if there is an appropriate area where the Yale group can meet to sign in for the day and get their Day of Service nametags and pins when they arrive on-site.

4. COORDINATE WITH YOUR LOCAL CLUB PRESIDENT AND REGIONAL DIRECTOR

Keep in touch with your local Yale Club President and Regional Director so they are aware of your progress in Day of Service planning. Ask for assistance with obstacles, communication needs, and logistics if you need help.

5. GET THE WORD OUT!

The YAA will be promoting the Yale Day of Service to all alumni, but no communications are more effective than those coming from YOU.

Volunteer recruitment will be most successful when you or a member of your committee promote your Yale Day of Service project to members of your local Yale community. Send personal emails, use photos from the service site (with proper permissions), blast via social media, text, call, and local media outlets.

Your club leadership likely has communication mechanisms that you can work with to get the word out. If you do not have a functioning local club in your community, contact your Regional Director who can get alumni lists for your area for direct Day of Service outreach).

6. VOLUNTEER REGISTRATION.

As a site coordinator, you will have access to the ongoing registrations for your individual site(s). All

volunteers for your site should receive an individual email from you when they register. As their local contact, suggested content includes:

- Thank you for participating
- Confirmation that you received their registration; list the specific site name and location
- Directions & parking information (if applicable)
- What to wear and/or bring
- Day-of check-in details – where will they pick up their name tag and get their assignment,
- For outdoor sites, what to do if it rains on the day of your Yale Day or Service project.
- Contact name and phone number for the site on the day-of (generally the Yale volunteer coordinator for that site) and contact information for the person sending the email, if different from the coordinator.

As the site coordinator, your contact information will be listed at yaledayofservice.org for volunteers to ask questions both prior to and after registering for your site. Respond as best you can or contact your regional director or YAA staff if you need further information.

If a registrant needs to change or cancel their registration, they should contact Mara Balk at the YAA at mara.balk@yale.edu.

7. 1-2 WEEKS BEFORE THE DAY OF SERVICE

To ensure your service project goes smoothly, we recommend the following preparations:

- **Site contact and walkthrough.** Check in with the staff/liaison at the service site and, if possible, arrange to walk through set up areas. Additional considerations may include:
 - Registration table
 - Actual place(s) for activities
 - Supplies/materials
 - Signage
 - Introducing the project and organization
- **Reminders.** Send a reminder email to all registered volunteers with address, time, directions/parking, check in details etc. This can be a modified version of the original email you sent when they registered. Make sure you supply the contact information of someone volunteers can contact for day-of hiccups.
 - Committee Check in. If you have a committee, distribute roles for set up/clean up and who is responsible for bringing any necessary items. Assign people to greet volunteers as they arrive and direct them to the registration area.
- **Rainy Day Plan.** If your site is outdoors, discuss the rain plan with the organization contact. Often the work goes forward unless it is pouring rain, but your no-show rate is likely to increase. In some cases an indoor activity such as stuffing envelopes for a mailing can supplant outdoor work. If it's possible to set a rain date in advance, make sure to include that date on the site registration information for yaledayofservice.org.
- **Day-of Packets.** The YAA will mail you a package of materials to use on the Day of Service. The contents include nametags, buttons, some signage options, and forms for sign-in and on-site registration. You should plan to bring markers and pens as well.
- **Volunteer Support.** Most local grocery and “box” stores have donation programs that will

supply \$25 or \$50 gift cards for community service projects. If you would like to supply your volunteers with items like water, snacks, sunscreen, etc., this is a good option. Contact Mara Balk at the YAA mara.balk@yale.edu, to learn more.

8. ON THE DAY OF SERVICE.

- **Arrival.** Please plan to arrive at least 30 minutes early at the service site and stay until the work is done. Don't forget pens and markers!
- **Set up.** Post any signage or entrance information, and/or have another Yale volunteer greet participants and help direct them to the registration area.

➤ GETTING STARTED

Because the Yale Day of Service is both an opportunity to serve the communities we live in AND build connections with fellow volunteers, we find that providing a short welcome and introduction to the project, as well as taking a few moments to exchange names as a group really helps to create a sense of Yale community as well as a sense of purpose for the work.

Introduce yourself and the agency staff, and have the volunteers say their name and perhaps Yale affiliation or other information that will help the group to get to know each other a bit before the work begins.

If possible, a member of the organization's staff should briefly describe the mission and perhaps the work that the group is about to do, as well as what that work will mean to the organization and the clients served.

- **Photos! Take them. Share them. Post them.** Make sure there is ample documentation of your service site, and that posts tag photos and video accordingly:
 - **Twitter:** @YaleDayOfService
 - **Facebook:** YaleDayofService
 - **Instagram:** #YaleDayofService
 - Yale Alumni Magazine Day of Service photo contest

9. ORGANIZE A CELEBRATION / SOCIAL GATHERING.

After an exhilarating Day of Service, celebration is fun! If possible, share some post-service social time sharing stories of the day, especially if there is more than one site in your club area. Some clubs host a barbecue or let people know in their confirmation message that they should plan to bring a picnic lunch. Some clubs designate a centrally located restaurant where alumni gather as they finish their work. It is up to you to decide how/if this will work, but we know that many alumni really enjoy the opportunity to build on the friendships they made during the day and bask in the glow of their achievement.

If you have questions about serving as a coordinator for the Yale Day of Service in your area, please visit yaledayofservice.org/contact-us to find your alumni contact, or email Mara Balk at the YAA mara.balk@yale.edu.