

Volunteers Expanding Access to Health Care: A Resource Toolbox

Additional Resources/Bibliography

A Project Developed with Support from:

Washington State Dental Service Foundation

Washington State Department of Health,
Office of Community and Rural Health

Western Washington Area Health Education Center

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Additional Resources/Bibliography

An internet search for “Volunteer Management” brought up more than 1,000,000 references! The **Points of Light Foundation** is a great resource and can be reached at 1-800-272-8306. They have a number of catalogues available.

American Public Health Association (2004). *Media Relations Handbook*. Model Standards Staff.
<http://www.apha.org/ppp/science/mediarel2.htm>

Calano, Jimmy and Salzman, Jeff. “How to turn heat into light.” *Working Woman*, March, 1988.

Finch, H., Garcia-Calhoun, M., & Sockalingam, S. (1998). *Cultural Competency: A Tool to Providing Culturally Competent Family-based Health Care Services for Individuals and Organizations*. National Health Service Corps.

Fisher, Lucy Rose and Schaffer, Kay Banister (1993). *Older Volunteers: A Guide to Research and Practices*. Thousand Oaks, CA: Sage Publications.

Based on comprehensive research on volunteerism and volunteer programs, this is an excellent resource for planning, developing, implementing, and participating in volunteer programs with seniors. The authors’ primary purpose is to provide a wealth of information about effective ways to recruit and retain older volunteers in order to better utilize the time and gifts of senior citizens. A broad range of issues is examined and addressed, including motivations for volunteering, research on minority senior citizens, and the potential for exploitation of older volunteers.

Greenleaf, Robert (1983). *Servant Leadership: A Journey into the Nature of Legitimate Power and Greatness*. Mahwah, NJ: Paulist Press.

Robert Greenleaf published these prophetic essays on what he coined servant leadership, a practical philosophy that replaces traditional autocratic leadership with a holistic, ethical approach. An excellent, inspiring classic.

Huber, George P. (1980). *Managerial Decision Making*. Management Application Series. Boston, MA: Addison Wesley School.

Johnson, Douglas (1978). *Care and Feeding of Volunteers*. Creative Leadership Series. Nashville, TN: Abingdon Press.

Written for use in church settings, this small book is still a good, general resource for volunteer program development

Klos, Frank W. (Editor). *Recruiting and Developing Volunteer Leaders*. Date and press information not available.

Knauff, EB, Berger, RA, and Gray, ST (1991). *Profiles of Excellence: Achieving Success in the Nonprofit Sector*. The Jossey-Bass Nonprofit Sector Series. San Francisco, CA: Jossey-Bass Publishers.

Four basic principles of effective nonprofit leadership are identified. Discusses the essential qualities an organization must acquire to achieve outstanding results. Includes case studies and emphasizes concentration on mission throughout the organization, dynamic leadership, governing board influence, and volunteer motivation.

Migliore, H., Stevens, R. and Loudon, D. (1995). *Strategic Planning for Not-for-Profit Organizations*. Binghamton, NY: Haworth Press.

A very readable blueprint for nonprofit strategic planning. Its format is readily adaptable to all sizes and kinds of organizations in a “user-friendly” way.

Minkler, Meredith (Ed.) (1997). *Community Organizing and Community Building for Health*. Piscataway, NJ: Rutgers University Press.

With contributions from 30 activists, professionals and scholars, this is a guide to the theory, concepts and models needed to practice effective community building. Topics covered include: confronting ethical dilemmas; building coalitions; sources of funding; and mapping community assets.

Nelson, Bob (1994). *1001 Ways to Reward Employees*. New York, NY: Workman Publishing.

This is geared more for the for-profit and business sectors, but it has a number of gems that can be adapted for volunteer settings. Great source for brainstorming.

O’Connell, Brian (1983). *America’s Voluntary Spirit: A Book of Readings*. New York, NY: Foundation Center.

Collection of works spanning 300 years of history, exploring the role philanthropy has played in our society. Divided into five lessons, it discusses the size and persuasiveness of giving and volunteering in the United States, the origins of pluralism and generosity, the danger of glorifying the sector, the importance of the independence of the sector and provides an analysis of how much the voluntary effort contributes to our individualism. Includes pieces from de Toqueville, John D Rockefeller, Thoreau, Max Lerner, and Erma Bombeck.

Pew Partnership (1995-1996). *Pew Partnership for Civic Change*, Leadership Collaboration Series. Charlottesville, VA: Pew Partnership.

Pearpoint, Jack and Forest, Marsha. “What is Inclusion?” <http://www.inclusion.com/>

Rae, Leslie (1988). *50 Activities for Developing Management Skills Volume 1*. Aldershot, Hampshire, UK: Gower Publishing Ltd.

Schwarz, Roger M. (1994). *The Skilled Facilitator: Practical Wisdom for Developing Effective Groups*. San Francisco, CA: Jossey-Bass Publishers.

Tedford, James D. "Brave New World." <http://www.halcyon.com/penguin/svm/profess.htm>. [website no longer exists]

Vineyard, Sue (1981). *Beyond Banquets, Plaques and Pins: Creative Ways to Recognize Volunteers and Staff*. Downer's Grove, IL: Heritage Arts Publishing.

Written from the viewpoint that the people to be recognized are our most priceless resource and deserving of our most creative and sensitive thinking. *Beyond Banquets* discusses what recognition is and is not, traditions of recognition, and motivation. The book presents an excellent overview of creative low-cost and no-cost ways to recognize volunteers with special attention given to youth, seniors, and working volunteers.

Wilson, Marlene (1981). *Survival Skills for Managers*. Boulder, CO: Univ. Assoc.

This classic is directed toward the managers in a program or organization. She especially addresses the quality of the organization issues. "The skills that set exceptional managers apart are those that help them free up others to be their best. Then the organization becomes a good place to be, because people become as important as the product or program..." This attitude of excellence is at the heart of volunteer development.

Wilson, Marlene (1983). *How to Mobilize Church Volunteers*. Minneapolis, MN: Augsburg Fortress Publishers.

How do you motivate the volunteers on your staff? Are you "burning out" your best people? What can you do with the pew-sitters? Do you find it hard to ask for help? This insightful, practical book by Marlene Wilson, an international authority on volunteerism, will help you answer these and other questions about volunteers in the church. This book for all churches points out common problems, establishes management principles, answers questions, and offers a plan to turn the volunteer challenge into a reality.