



NEWFIELDS

# More Than a Volunteer

VOLUNTEERISM AT NEWFIELDS:  
INFORMATION & GROUP INTERVIEW SESSION



# Chris Morehead

GUEST EXPERIENCE, VOLUNTEERISM &  
COMMUNITY ENGAGEMENT

A NEW PHASE OF THE VISION  
LAID OUT IN

**1967**



# NEWFIELDS

A PLACE FOR NATURE & THE ARTS





Our Mission:  
To enrich lives through  
exceptional experiences  
with art and nature





# **NEWFIELDS VOLUNTEER SERVICES MISSION**

TO PROVIDE VOLUNTEERS  
FOR NEWFIELDS SO THAT IT  
CAN EXPAND THE CAPACITY  
OF THE INSTITUTION TO  
MORE SUCCESSFULLY  
ACCOMPLISH ITS MISSION



# VOLUNTEER ENGAGEMENT

- **Open & Consistent Communication Lines**
  - Weekly Emails
  - Volunteer Office
  - In Person
  - Social Media
- **Volunteer Training**
  - Lead Volunteers
  - New Exhibition Tours
  - New Installations
  - Docent & Garden Guide Tours
- **Season Preview Series**
  - Open House
  - Season Overview
  - Experiential Training
- **Feedback**
  - Flash Surveys
  - Seasonal Feedback
  - Appreciation Feedback
  - Volunteer Services Annual Survey - September





# VOLUNTEER APPRECIATION

- **Connecting ALL Volunteers**
  - Horticulture
  - Departmental
  - Affiliate Groups
  - Docents & Garden Guides
  - Board of Trustees & Board of Governors
  - Ambassadors
  - Information Guides
- **Benefits**
  - Discounts: Membership, Café, Museum Store
  - Special Events & Public Programs Access
  - Training & Education
- **Appreciation Events**
  - Annual Volunteer Services Reception & Awards
  - Volunteer Appreciation Month
  - Director's Reception
  - Volunteer Picnic
- **Volunteer Services Schwag**



“Alone we can do so little; together we can do so much.”

-Helen Keller





VOLUNTEERISM AT NEWFIELDS

# FOUNDATIONS FOR SUCCESS

Information Guide & Ambassador Programs



# Information Guides

SEASONAL VOLUNTEER OPPORTUNITY

- The Volunteer Information Guide is a seasonal volunteer opportunity that assists our guests throughout the museum and gardens depending on the focus of the seasonal exhibition.
- ANY volunteer can assist in this role once they have successfully completed orientation.



**Spring Blooms**

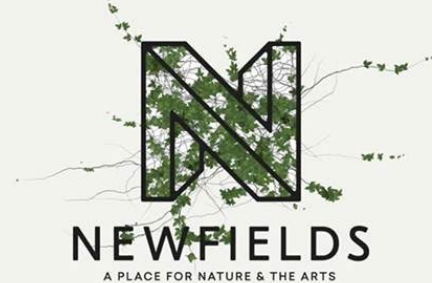


Information Guide

# Ambassador Program

YEAR ROUND VOLUNTEER OPPORTUNITY

- Newfields utilizes volunteer Ambassadors in strategic locations both inside and out to help enhance our guests' experience.
- Ambassadors provide an extra layer of customer service increasing our capacity to deliver exceptional experiences to our guests.
- Volunteers can assist in this role once they successfully graduate from our Ambassador Training Program.







Ambassador

# Horticulture

VOLUNTEERISM AT NEWFIELDS  
INFRASTRUCTURE



- **Art & Nature Park**
- **Garden Volunteer: Horticulture**
- **Greenhouse**
- **The Westerley Project**
- **Vegetable Garden**

# Special Events & Public Programs

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INFRASTRUCTURE



- **Family & Community Days**
- **Films**
- **Music & Performance**
- **Community Engagement**
- **Special Events**
- **Talks & Workshops**
- **Youth Programs**



# Tours

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INFRASTRUCTURE



- **Docent Program**
- **Garden Guide Program**
- **Tram Tour Driver**
- **Miller House & Garden**



# Volunteerism Department & Guest Experience

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INFRASTRUCTURE



- **Ambassador Program**
- **Group Volunteer Leader**
- **Information Guide Program**
- **Lead Volunteer**







# Thank You!

VOLUNTEERISM AT NEWFIELDS

- **Q & A**
- **Next Steps**
  - Background Screenings
  - Application Review
  - Email Orientation Invitation – 1 Week
- **Candidate Pictures**
- **Dismissal**