VSys Voices: Risk Management is NOT About Expecting the Worse

Protecting the Mission Through Proactive Risk Management

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VSys Voices Presenter



Karina Vargas, CAVS, has over 20 years' experience in volunteer management at all levels, ranging from working with Board-level professional volunteers to high school students. She spent over ten years managing volunteers for a large children's hospital where she developed volunteer leadership programs, presented interactive customer service trainings, and provided expert-level technical and leadership support to the volunteer program.

Karina has a B.S. in Human Services from California State University, Fullerton and also has a CompTIA Project+ certificate in project management. She currently works as a Solutions Architect at VSys.

The email…

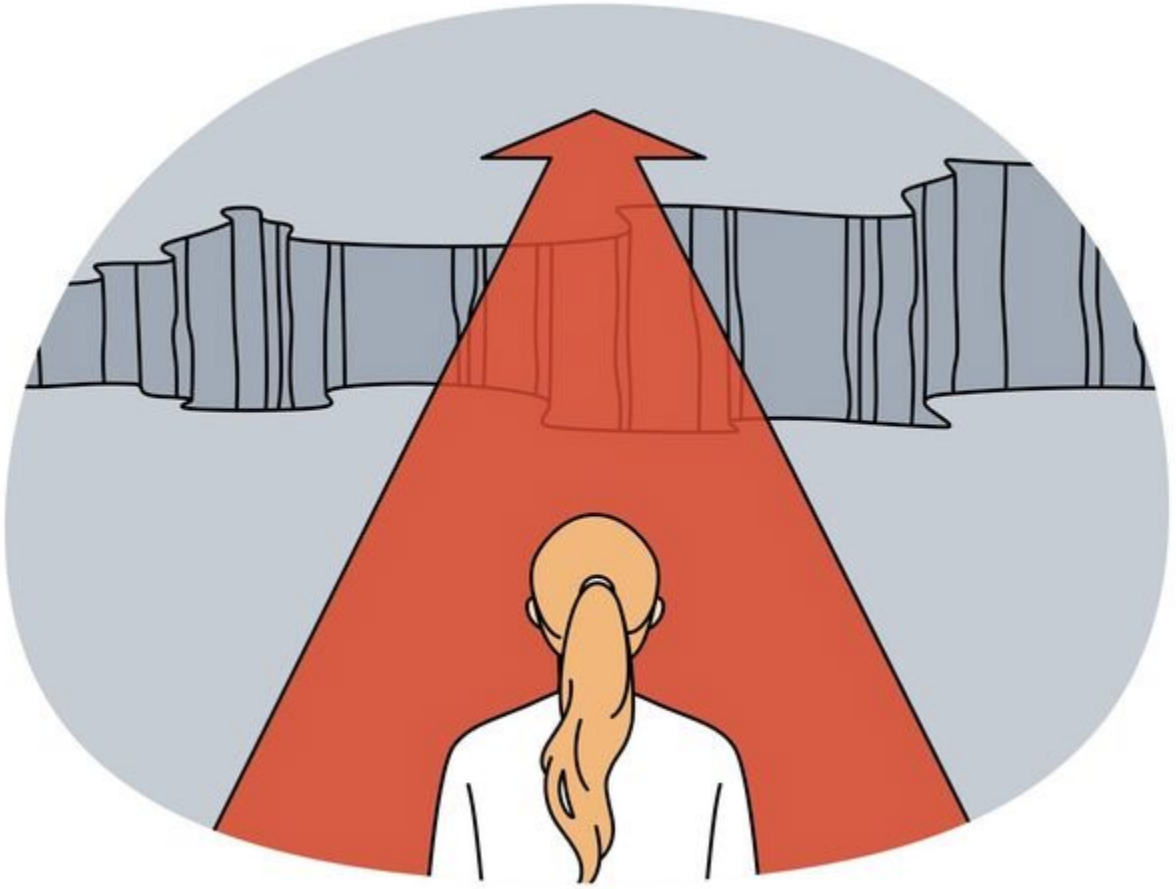


Standards alone weren’t enough.

People Problem or Planning Problem?



Exposing Risk



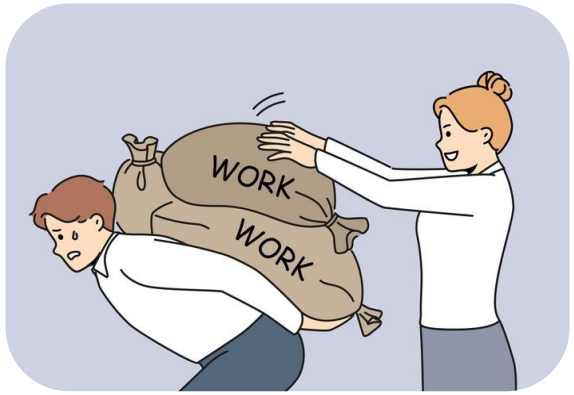
Risk shows up quietly and gradually



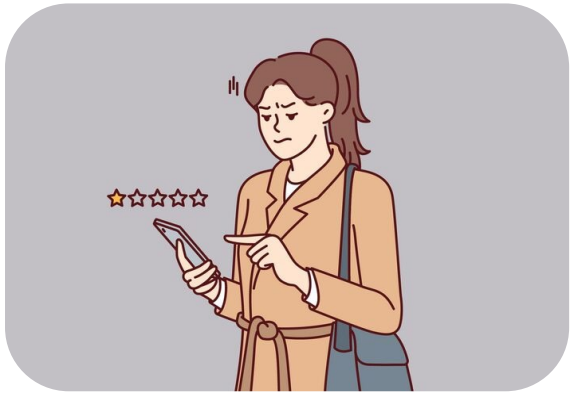




Risk Categories



Operational Risk



Reputational Risk



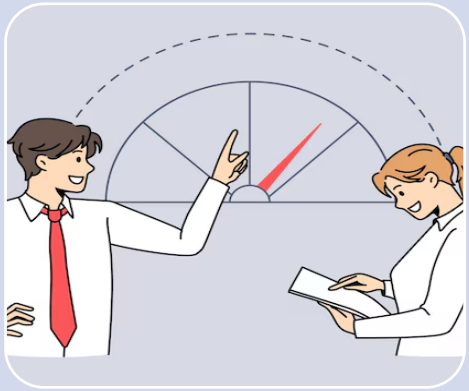
Safety & Compliance Risk



Strategic Risk

4-Step Risk Lens for Volunteer Programs









Identify

Assess

Mitigate

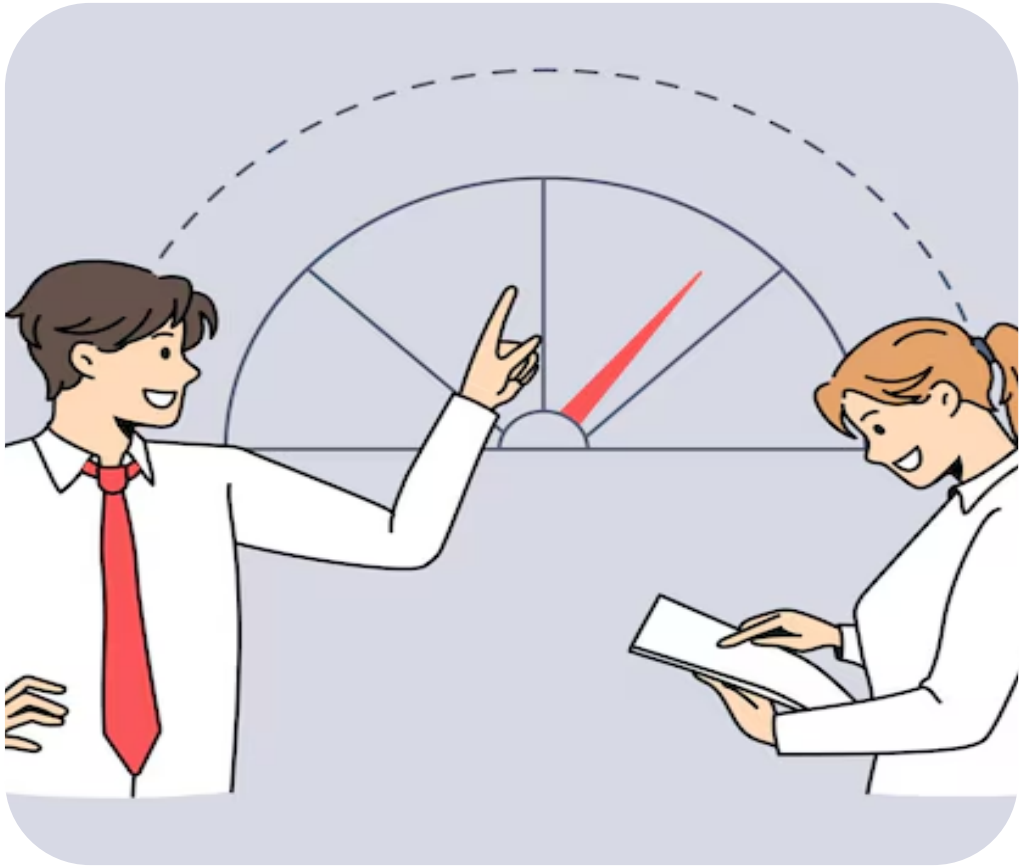
Prepare

Identify



Identification is about **awareness**.

Assess



Focus on the intersection of a **HIGH likelihood** and **HIGH impact** situation.

Mitigate



Mitigation is not about distrust – it's about **clarity**.

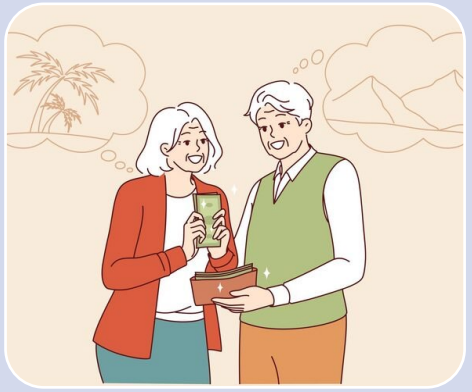
Prepare



A risk-aware leader has a **documented action plan** that guides their team.

Scenario: The Super-Volunteer









Identify

- What happens if they leave unexpedly?

Assess

- How likely is that? Retirement? Burnout? Health changes?

Mitigate

- Cross-train, document procedures, share access to information

Prepare

- A transition plan that can be activated quickly.

Hidden risks most programs overlook



Dependency Risk

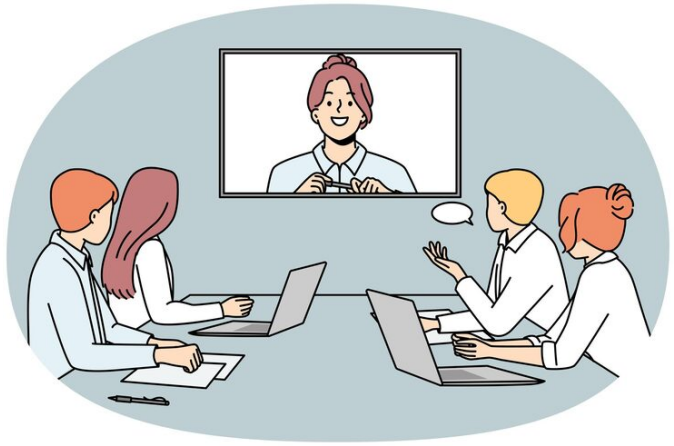


Informal Onboarding



Strategic Drift

From Reactive to Resilient



Quarterly “What it” conversations

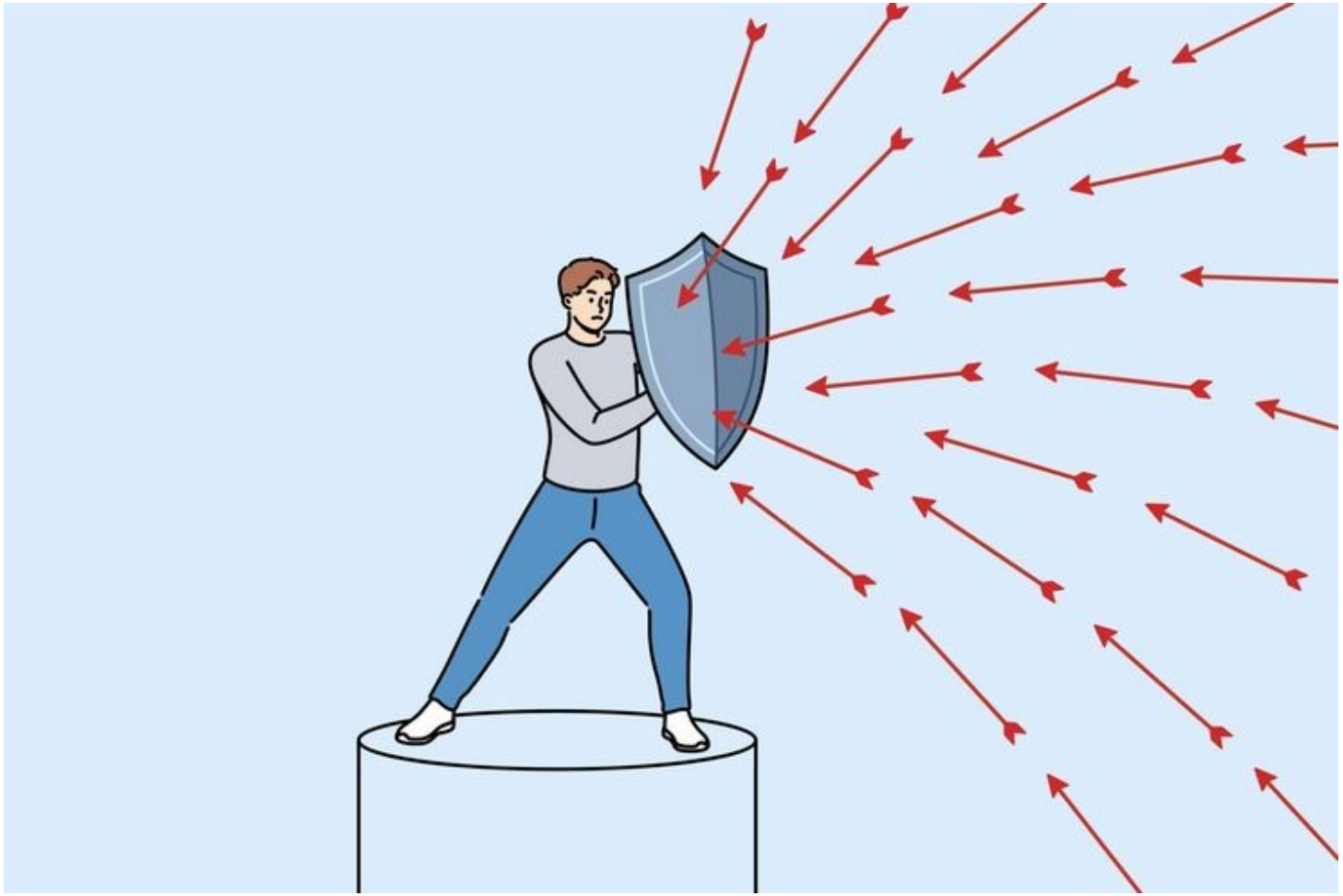


Document response protocols



Cross-train for continuity

The invitation…



Questions? Open Discussion

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