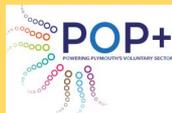


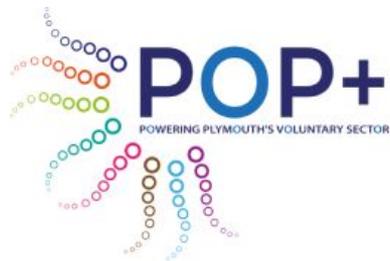


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Recruiting, Retaining & Managing Volunteers





Introduction

- Welcomes and introductions
- The purpose of this session
- What the workshop will cover

**"VOLUNTEERS DON'T
GET PAID, NOT
BECAUSE THEY'RE
WORTHLESS, BUT
BECAUSE THEY'RE
PRICELESS".**

A bit about you and your experiences...

- Your name?
- Your experience of volunteering?
- Your experience of managing volunteering?
- Why do you need volunteers?
- Any other thoughts about volunteering.

**"DOING SOMETHING
SMALL CAN CREATE
BIG CHANGE".**

Why involve Volunteers?

Involving volunteers can add great value to what your organisation does and support you to achieve your mission and strategic objectives.

Involving volunteers can help you to:

- Engage a more diverse range of skills, experience and knowledge
- Reach more of your beneficiaries
- Raise awareness about your cause as well as your organisation, its profiles and what you do
- By providing volunteering opportunities you provide opportunities for social inclusion, skills development and potential routes to employment.
- Inform the development and delivery of your activities, projects or services by bringing in new opinions, ideas or approaches. This can help you to adapt, stay relevant to what your beneficiaries and community needs as well as identifying opportunities to improve what you do
- Deliver your service or projects in a more effective and efficient ways, which can help to save money and resources.

**"HELP YOU TO ADAPT,
STAY RELEVANT TO
WHAT YOUR
BENEFICIARIES AND
COMMUNITY NEEDS".**

Put yourself in the shoes of a volunteer

Organisations often look for volunteers, but are they ready for them.

- Think about volunteering at your organisation (what would it be like?)
 - What would the experience be like?
 - Would you be able to use them?
 - Do you have processes in place to manage a new volunteer?

"VOLUNTEERING FOR THE FIRST TIME CAN BE SCARY FOR SOME, VOLUNTEERS WANT TO BE VALUED".

Get Your House In Order

In January 2019 NCVO has published a new report [Time Well Spent](#) on the volunteer experience. This national survey of over 10,000 respondents found there are eight key features that make up a quality experience for volunteers:

1. **Inclusive:** welcome and accessible to all
2. **Flexible:** takes into account people's individual life circumstances
3. **Impactful:** makes a positive difference
4. **Connected:** gives a sense of connection to others, to the cause and/or an organisation
5. **Balanced:** does not overburden with unnecessary processes
6. **Enjoyable:** provides enjoyment, people feel good about what they are doing
7. **Voluntary:** the volunteer has freely chosen to do it
8. **Meaningful:** resonates with volunteers' lives, interests and priorities

"VOLUNTEERING MAY BE REGARDED AS A WAY TO LEARN NEW SKILLS, MEET NEW FRIENDS, OR MAKE A VALUABLE CONTRIBUTION TO A CAUSE."

Finding People to Volunteer

Recruiting volunteers

- Define roles - Create a role description ([CLICK](#))
 - *What do you need people to do*
 - *Be clear about your expectation of the volunteer*
 - *What are the tasks*
 - *How many hours a week, a month...*
- Where to promote
 - *Via your own network*
 - *Social media - websites*
 - *Volunteer centres*
 - *Via organisations like POP+*
 - *Friends and family*
- Recruitment process
 - Design a simple application process
 - Conduct an interview
 - Create a simple induction process (manage expectations)

**"THERE IS EVIDENCE
THAT VOLUNTEERING
CAN HELP TO
IMPROVE HEALTH AND
WELLBEING FOR
INDIVIDUALS".**

Training Volunteer

Training

- Induction training checklist example
 - introduce them to other staff and volunteers
 - Introduction about the organisation, history, vision, impact etc
 - explain who they can go to if they have any questions or problems
 - explain your organisation's policy on volunteers using telephones or accessing the internet for their own use
 - ask them to shadow other experienced volunteers or paid members of staff.
- Specific training based on the organisations needs.
 - For eg, if the volunteer is brought in to be a volunteer counsellor, ensure the training is suitable
 - If the role requires working in a cafe for eg, how does the cafe work?

"IF YOU WORK CLOSELY WITH VOLUNTEERS DURING THIS INITIAL PERIOD IT WILL PROVIDE YOU WITH A BETTER PICTURE OF HOW THEY WORK, WHAT SUPPORT THEY WILL NEED, AND WHAT THEY ARE HOPING TO GAIN."

Managing and Maintaining volunteers

How do you keep volunteers enthusiastic? How do you communicate with them to make them feel part of your organisation? What are the things that cause volunteer relationships to go wrong?

Managing & maintaining

Develop simple processes that enable clear lines and communication and ensure volunteers are valued and respected.

- Respect and value volunteers
 - Tell them what they mean to the organisation
- Keep them busy
 - People don't like waiting to be given jobs
 - Volunteers want to make a positive impact
- Develop supervision process
 - Opportunity to get formal feedback from the volunteer
 - Organisation can develop training / development plans for volunteer

"INFORMALLY, TELLING VOLUNTEERS THEY ARE DOING A GREAT JOB, ASKING THEIR OPINIONS ON INTERNAL DEVELOPMENTS, GETTING THEM TO FEEL COMFORTABLE WITH BEING A PART OF THE ORGANISATION'S SOCIAL LIFE"

Policies

Volunteer Policy:

A volunteering policy is a framework for a volunteer programme. It helps define the role of volunteers within the organisation, and how they can expect to be treated.

Safeguarding for volunteers:

If you involve volunteers you must make sure your organisation has considered both how you safeguard your volunteers as well as how you recruit and manage volunteers. This means making sure that volunteers are recognised and considered in safeguarding policies and procedures throughout the organisation and making sure that safeguarding is considered throughout your policies and procedures relating to volunteers

Resources:

www.knowhow.ncvo.org.uk/your-team/volunteers/keeping/policy

**"EVERYONE IN THE
ORGANISATION HAS A
ROLE TO PLAY IN
SAFEGUARDING".**



Scenario

You are a charity manager looking for a volunteer to support the delivery of a youth project, this would include talking with young people, teaching them life skills and being their to support them with issues. They are needed for at least 3 months.

What would do to make this happen?

TASK: Write down a simple action plan listing the steps you would take to make this happen.

Top Tips

1. Understand the experience you can offer a potential volunteer, will it be positive?
2. Why do you need a volunteer, be clear about this
3. Create a simple, but engaging role description
4. Create and launch a simple recruitment campaign
5. Develop an induction process for when your new volunteer joins
6. Create a development plan for the volunteer, make sure they are valued
7. Make the experience enjoyable
8. Ensure the volunteer feel part of your team.

**"VOLUNTEERS WANT
TO HAVE A POSITIVE
IMPACT ON YOUR
ORGANISATION".**

Useful links

1. NCVO volunteer advice - [CLICK](#)
2. Volunteer England - [CLICK](#)
3. Volunteering Matters - [CLICK](#)
4. Investing in Volunteering - [CLICK](#)

**"THERE IS SO MUCH
FREE INFORMATION
ON VOLUNTEERING,
MAKE THE MOST OF
IT".**

Q&A

Any thoughts

What are your next steps?

**"VOLUNTEERS CAN
CHANGE ANY PART OF
YOUR ORGANISATION
FOR THE BETTER".**