



VOLUNTEER MANAGEMENT

We can help!



WHAT IS VOLUNTEER MANAGEMENT?



- ❑ **The practical skills required to recruit, train and reward volunteers.**
- ❑ **Anything that involves interaction between an organisation and volunteers.**
- ❑ **It allows organisations to reduce volunteer turnover and improve retention rates.**



- ❑ **Effective volunteer management enables organisations to**
 - ❖ **Improve their relationships with volunteers**
 - ❖ **Streamline internal and external processes**
 - ❖ **Make full use of the skills that volunteers have to offer.**
- ❑ **Effective volunteer management is essential to improving processes and operations.**



**We can help you with your
Volunteer Management.**



Valuing Volunteer Management 6 Point Promise

The Valuing Volunteer Management 6 Point Promise is a Hertfordshire wide initiative which helps to raise awareness of the need for good practice in managing volunteers.

Organisations are encouraged to self assess their current policies, practices and procedures with a simple checklist which consist of a series of simple statements about basic volunteer management.

Organisations then decide whether they fully meet the criteria and identify areas where gaps exist. We then support the organisation to fill any gaps.



What the 6 Point Promise Covers

1. Planning for Volunteer Involvement
2. Recruiting and Placing volunteers
3. Effective induction and training
4. Volunteer Support and Safety
5. Training and Personal Development
6. Involving, Rewarding and Recognising Volunteers



1. Planning for Volunteer Involvement

This focuses on your Volunteer Policy ensuring it covers all aspects of the relationship with volunteers, plus role descriptions and inclusivity.



POINTS TO CONSIDER

- ☐ **Do you have clear reasons for using volunteers?**
- ☐ **Are you aware of the current volunteer landscape (i.e cohort of volunteers)**
- ☐ **Are you aware of what motivates people to volunteer? (This helps decide where and how you advertise the roles)**
- ☐ **Is the role description clear and is the language used appropriate to volunteering?**



- ☐ **Do the tasks offer something beneficial to volunteers? (eg training, learning new skills, a chance to progress)**
- ☐ **Do staff appreciate the value volunteers bring to the organisation?**
- ☐ **Are staff and trustees aware of the Volunteering Policy?**



2. Recruiting and Placing volunteers

Potential volunteers are contacted quickly, and recruitment processes are fair, inclusive, efficient and consistent.



POINTS TO CONSIDER

- ☐ **Understand the challenges eg high volunteer turnover, disengaged volunteers, lack of communication**
- ☐ **First Impressions count... Enthusiasm and a good welcome can go a long way to creating a good first impression of your organisation**



- ❑ **Is the recruitment process inclusive? The recruitment process should be clear, objective, structured and transparent.**
- ❑ **Is the lack of flexibility reducing the pool of volunteers available to you?**

On-line applications may be a barrier to some?

DBS checks – Is a DBS check necessary for all roles?



- ☐ **Do you respond quickly to enquiries from potential volunteers? A phone call is usually the best way to contact someone giving the personal touch.**
- ☐ **Is there someone in your organisation who is responsible for volunteer recruitment eg a volunteer coordinator**
- ☐ **Saying 'No' - Never easy! Do you have a strategy for when a volunteer is unsuitable for the role?**



3. Effective induction and training

**New volunteers receive
thorough preparation for
their tasks and have a
named person for
on-going support**



POINTS TO CONSIDER

- ☐ **Not feeling welcome is one of the reasons given by volunteers leaving their volunteer role within the first few weeks.**
- ☐ **Is there an effective Induction process?**
- ☐ **Are you aware of the skills and interests your volunteers have, and do you use them effectively within your organisation?**
- ☐ **Do you Integrate volunteers in the work you do with effective role descriptions?**



4. Volunteer Support and Safety

Volunteers are covered by insurance and are included in health and safety policies. Out of pocket expenses are met wherever possible.



POINTS TO CONSIDER

- ☐ It is very important to keep volunteers motivated
- ☐ Regularly ask for feedback from volunteers and make a point of acting on it.
- ☐ Do you have a procedure for resolving volunteers concerns and complaints?
- ☐ Offer the volunteers out of pocket expenses (they may not accept it)
- ☐ Do your volunteers feel valued and appreciated?



5. Training and Personal Development

Volunteer motivations are met with appropriate tasks and those with extra support needs are enabled to volunteer



POINTS TO CONSIDER

- ☐ **Are you using their skills effectively?**
- ☐ **Do they have any training needs? – Are there any gaps or areas for development?**
- ☐ **What is inspiring your volunteers?**
- ☐ **Do they feel appreciated in their role?**



6. Involving, Rewarding & Recognising Volunteers

Volunteers contribute to decision making and are fully involved in the organisation's activities. Volunteers receive appropriate recognition for their efforts



POINTS TO CONSIDER

- ▶ **Are the volunteers thanked at all levels of the organisation? Do the management and board members know and thank volunteers when they see them?**
- ▶ **Are volunteers kept up to date with what is happening in the organisation? eg newsletters / message book**



- ▶ **Are volunteers given the opportunity to provide feedback and suggestions, and do you act upon this?**
- ▶ **By consistently thanking volunteers, they will feel valued and useful. If volunteers don't feel valued, they won't stay.**
- ▶ **How you can thank your volunteers – eg a thank you get together, an Easter Egg, or a certificate**



ANY QUESTIONS?