



MANAGING YOUR VOLUNTEERS BETTER.....

A QUICK REFERENCE GUIDE

Coordination

- Appoint a volunteer co-ordinator to your organisation; someone who is responsible for recruiting managing and recognising your volunteers. Someone who is a point of contact for volunteers.

Planning

- Develop a volunteer management plan. This plan should address:
 - Number of volunteers required and the roles they are required for
 - Identification of skills already in the organisation (ie: conduct a skills audit of existing members and volunteers)
 - Recruitment strategies
 - Roles and responsibilities of volunteers
 - Roles and responsibilities of the organisation
 - Training that can be offered to volunteers
 - Ongoing day-to-day support that can be provided
 - Recognition strategies

Job Descriptions

- Develop job descriptions outlining volunteers' duties. Job descriptions enable potential volunteers to understand what is expected of them before taking on the position

Orientation

- Provide new volunteers with an orientation, including:
 - a welcome to the organisation
 - details of their position
 - information on the day-to-day operations of the organisation
 - support that will be provided to them
 - introductions to key people in the organisation

Training

- Identify the training requirements of your volunteers
- Keep up to date with the training that is available for various positions in the organisation
- Include an allocation for volunteer training in the organisation's budget

Support

- Provide volunteers with a central point of contact ie: volunteer coordinator
- Ensure open channels of communication are available to volunteers. Provide them with the opportunity to ask questions, discuss problems, raise issues, put forward complaints
- Make sure that volunteers are not out of pocket; where possible cover their expenses
- Ensure that the roles and responsibilities of the volunteers and the organisation are clearly defined and communicated
- Keep volunteers regularly informed about what is happening in the organisation
- Ensure that recognition of volunteers is ongoing.